

EFFECTIVE: October 29, 2014

Original Title Sheet 1

GUIDEBOOK
FOR THE
STATE OF TENNESSEE

This Guidebook contains regulations and rates applicable for the furnishing of Basic Local Exchange Service (except Lifeline Assistance, Universal Emergency Number Service (911) and N11 Abbreviated Dialing Codes), Long Distance Message Telecommunications, Wide Area Telecommunication Service and for other general subscriber services, and facilities associated with the above services offered by CenturyTel of Adamsville, Inc. d/b/a CenturyLink Adamsville (also referred to hereafter as the Company and/or Telephone Company), within this State. All of the aforementioned services offered by CenturyTel of Adamsville, Inc. d/b/a CenturyLink Adamsville, whether under that name, or the trade or brand name CenturyLink, are subject to the terms and conditions of this Guidebook. The Company's tariff is on file with the Tennessee Regulatory Authority and contains regulations and rates applicable for the furnishing of Lifeline Assistance, Universal Emergency Number Service (911) and N11 Abbreviated Dialing Codes.

Intrastate communication services are furnished through facilities provided by the Company for the transmission of intelligence by electrical, impulse, principally by means of wire, radio, or a combination thereof.

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1. DEFINITION OF TERMS

ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically connected to, the conductors in the communications path of the telecommunications system.

ADD-ON

A feature which permits a station user to add one other station to the conversation.

ALTERNATING CURRENT SUPPLY

Electrical energy which is used for the operation of bells and signal devices.

AUXILIARY LINE

An additional individual line main station used for one-way (inward to the subscriber) service.

AUXILIARY STATION

A telephone station connected to the central office by means of an auxiliary line.

BASIC TERMINATION CHARGE

See Termination Charge.

BUILDING (SAME)

The term "same building" is to be interpreted as a structure under one roof, or two or more structures under separate roofs but connected by enclosed passageways in which the wires or cables of the Company can be safely run provided the plant facilities requirements are not appreciably greater than would be required normally if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by enclosed passageways and the plant facility requirements for furnishing service are appreciably greater than would be required normally if all the structures were under one roof, the term "same building" applies individually to each of the separate structures. Pipes and conduit are not considered enclosed passageways.

CALL

An attempted or completed communication.

CALLING AREA

See Local Service Area.

CANCELLATION CHARGE

A charge applicable under certain conditions when an application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved.

CENTRAL OFFICE

A switching unit providing telephone service to the subscribers connected thereto.

CENTRAL OFFICE LINE

See Exchange Line.

CENTREX SERVICE

A service arrangement of dial switching equipment and facilities which permits completion of inward and outward local and long distance calls from stations associated with the system without intermediate handling by the attendant. (Service not offered by this telephone company.)

CIRCUIT

See Exchange Line.

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1. DEFINITION OF TERMS

CLASS OF SERVICE

A description of telephone service furnished a subscriber in terms such as:

For Exchange Service:	
Grade of Line:	Individual line, 2-party line, 4-party line, etc. (see also "Primary Class of Service")
Type of Rate:	Flat rate
Character of Use:	Business or Residence
Dialing Method:	Tone Calling or Rotary

For Long Distance Service:	
Type of Call:	Station-to-station or person-to-person

For Wide Area Telecommunications Service:	
Type of Rate:	Full or measured time

COCOT

Customer Owned Coin Operated Telephone.

COIN BOX TELEPHONE

A telephone set equipped with a device for collecting money in payment of telephone messages.

COLLECT CALL

The procedure by which certain messages, upon request, may be reversed (charges to the called station) upon acceptance of the call at the called station.

COMMUNICATIONS SYSTEMS

Channels or other facilities which are capable, when not connected to telecommunications services, of two-way communications between customer-provided terminal equipment or Company stations.

COMPANY

Wherever used in this Guidebook, "Company" refers to CenturyTel of Adamsville, Inc. d/b/a CenturyLink Adamsville unless the context clearly indicates otherwise.

COMPANY STATION

See Station.

CONNECTING ARRANGEMENT

The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with facilities of the Company.

CONNECTING COMPANY

A corporation, association, firm or individual, licensed and operating as a communications common carrier, owning and operating a toll line and/or one or more central offices providing local exchange telephone service to the public and with whom the Company interchanges traffic.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices, apparatus and their associated wiring, provided by a customer which are used with the network control signaling unit, Data Set or other station equipment furnished by the Company and does not include customer-provided communications systems.

DATA ACCESS ARRANGEMENT

A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in 13.2.1.

DIRECT CURRENT SUPPLY

Electrical energy for talking and signaling purposes, other than ringing.

DIRECT ELECTRICAL CONNECTION

A physical connection of the electrical conductors in the communications path.

1. DEFINITION OF TERMS

DIRECTORY LISTING

The publication in the Company's directory and/or information records of information relative to a subscriber's telephone number, by which telephone users are enabled to ascertain the call number of a desired station.

1. Caption Listing: The listing of a subscriber's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business.
2. Foreign Exchange Listing: The listing of a subscriber in the alphabetical list of an exchange other than that for the exchange form which the subscriber is served.
3. Indented Listing: A directory listing indented under another listing.
4. Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

DROP WIRE

Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point where connection is made with the inside wiring.

EXCHANGE

The entire telephone plant and facilities used in providing telephone service to subscribers located in an exchange area.

EXCHANGE LINE

Any line (circuit) directly or indirectly connecting an exchange station with a central office. Exchange lines are subdivided as follows:

1. Central Office Line: A circuit extending from a central office to the location of an individual line main station or a PBX or Centrex System.
2. Main Station Line: The circuit portion of a main station; the main station line extends from the main service location to the central office.
3. Extension Station Line: The circuit portion of an extension station; the extension station line extends from the extension service location to the main service location or a central connecting point of the main service.
4. Extension Line: A circuit with characteristics similar to an extension station line.
5. PBX Station Line: The circuit portion of a PBX station; the PBX station line extends from the PBX station service location to the PBX switchboard or dial switching equipment.
6. Tie Line: A circuit connecting PBX systems and/or Centrex systems.

EXCHANGE SERVICE AREA

The territory, including the base rate, suburban and rural areas served by an exchange, within which local telephone service is furnished at the exchange rates applicable within that area.

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1. DEFINITION OF TERMS

EXCHANGE SERVICE

The general telephone service rendered in accordance with Guidebook provisions. Exchange service is a general term describing as a whole the facilities provided for local intercommunication, together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this Guidebook.

1. Flat and Message Rate (Measured Rate)

- a. Flat Rate Service: A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.
- b. Message Rate Service: (Measured Rate): A classification of non-coin box exchange service which is charged for on the basis of amount of use. (Not offered by this telephone Company.)

2. Individual Line

Individual Line Service: A classification of exchange service which provides that only one main station shall be served by the line connecting such station with the central office or other switching unit.

3. Foreign Central Office Service

Foreign Central Office Service: A classification of exchange service furnished to a subscriber in a multi-office exchange from a central office other than the one from which service would normally be furnished.

4. Foreign Exchange Service: A classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.

5. Tone Calling Service: A classification of exchange service furnished from certain specified central offices whereby calls are originated through the use of push buttons in lieu of a rotary dial.

EXCHANGE STATION

See Station.

EXTENDED AREA SERVICE

A type of telephone service furnished under Guidebook provisions whereby subscribers of a given exchange may complete calls to and, where provided by the Guidebook, receive messages from one or more exchanges without the application of long distance message telecommunications charges.

EXTENSION LINE

See Exchange Line.

EXTENSION RINGER

An additional ringer on the same premises and on the same line and generally operated in connection with the ringer at the station location. Extension ringers are of two types:

- 1. Extension Bell (ordinary type): An additional bell of the type used on standard telephone instruments, connected with the same line as the first bell, but mounted separately and generally installed at some distance from the station set.
- 2. Extension Gong (loud ringing type): A loud sounding bell, connected in the same manner as the ordinary type of extension bell, for use in noisy or other locations where the common type of bell would not be heard.

EXTENSION STATION

See Station, Private Branch Exchange Service (PBX Service).

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1. DEFINITION OF TERMS

FCC

Federal Communications Commission

FLAT RATE SERVICE

See Exchange Service.

FOREIGN CENTRAL OFFICE MILEAGE

See Mileage.

FOREIGN CENTRAL OFFICE SERVICE

See Exchange Service.

FOREIGN EXCHANGE LISTING

See Directory Listing.

FOREIGN EXCHANGE MILEAGE

See Mileage.

FOREIGN EXCHANGE SERVICE

See Exchange Service.

HEADSET

The term "Headset" denotes a hands free multi-wire device containing acoustic-to-electric (transmitter) and electric-to-acoustic (receiver) transducers, normally worn on the head of the user for close talking, which provides for the transmission of human speech.

INDENTED LISTING

See Directory Listing.

INITIAL CHARGE

See Installation Charge.

INITIAL SERVICE PERIOD

The minimum period of time for which service, facilities and equipment are provided.

INSTALLATION CHARGE

A nonrecurring charge applying to the provision of certain items of equipment or facilities as distinguished from the service connection charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called an "initial" charge.

INSTRUMENTALITY

The terminal equipment of a unit of telephone service on the premises of the subscriber, including block, drop or inside wiring.

INTERFACE

The term "Interface" denotes that point on the premises of the customer at which provision is made for connection of other than Telephone Company provided facilities to facilities provided by the Telephone Company.

INTERIOR STATION

See Private Branch Exchange Service (PBX Service).

JACK AND PLUG EQUIPMENT

See Portable Telephone.

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1. DEFINITION OF TERMS

JOINT USER SERVICE

A classification of exchange service furnished to a joint user, in connection with subscribers' exchange service. A joint user is a person, firm or corporation sharing the subscribers' exchange service in accordance with Guidebook provisions, but who would not otherwise be entitled to the use of the service.

KEY TELEPHONE SYSTEMS

Key telephone systems are furnished by means of keys mounted in the base of the telephone instrument or separately located near the telephone instrument. Key telephone systems are regularly available only in connection with individual line, PBX, WATS, and private line service.

LINE

See Exchange Line.

LISTING

See Directory Listing.

LOCAL CALLING AREA

See Local Service Area.

LOCAL MESSAGE

See Message.

LOCAL SERVICE

A type of localized calling whereby a subscriber can complete calls from his station to other stations within a specified area without the payment of long distance charges.

LOCAL SERVICE AREA

The area within which telephone service is furnished subscribers under a specific schedule of exchange rates and without long distance charges. A local service area may include one or more exchange service areas.

LONG DISTANCE TELECOMMUNICATIONS SERVICE

The furnishing of facilities for subscribers' communications on an individual message basis between rate centers or, in connection with toll stations, within the same rate center.

1. Appointment Call is an arrangement made in advance with a particular party for the establishment of a person-to-person long distance message telephone connection at a specified time.
2. Messenger Service is an arrangement whereby the Company, when possible and at the request of the calling party, will arrange to notify the called party of a long distance call. The Company shall be reimbursed by the calling party for the amount expended for such messenger service, such charges being subject to prior authorization by the calling party to the extent that they can be determined in advance. Such charges for messenger service are in addition to the Guidebook charges for the message.
3. Person-to-Person Call is a service whereby the person originating the call specified to the Company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through a PBX or Centrex attendant.

1. DEFINITION OF TERMS

LONG DISTANCE TELECOMMUNICATIONS SERVICE (Continued)

4. Station-to-Station Call denotes that service where the person originating the call dials the telephone number desired or gives to the telephone company operator the telephone number of the desired station, Miscellaneous Common Carrier connecting circuit, PBX or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which the number of the desired station, Miscellaneous Common Carrier connecting circuit or PBX is listed and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX attendant. Two classes of station-to-station service are offered as follows:

“ Dial Station-to-Station” is that station-to-station service where the person originating the call from other than a public coin telephone dials the telephone number desired and the call is completed without the assistance of a telephone company operator, except: when an operator records the originating telephone number where no automatic recording equipment is available; when an operator records a special identification number, issued by the telephone company for its billing purposes to students who reside at dormitories of colleges or universities equipped for Dormitory Centrex Service, for a call placed from a Dormitory Centrex Station; when an operator reached the called telephone number where facilities are not available for dial completion; when an operator places a call for a calling party who identifies himself as being handicapped and unable to dial and call because of his handicap and when an operator re-establishes a call which has been interrupted after the called number has been reached.

“ Operator Station-to-Station” is the Station-to-Station service other than Dial Station-to-Station. Operator Station-to-Station includes Station-to-Station service originating at a public coin telephone.

MAIN CENTREX STATION

See Centrex Service.

MAIN STATION

See Station.

MESSAGE

A communication between two stations. Messages may be classified as follows:

1. Local Message: A message between stations within the same local service area.
2. Long Distance Message: A message between stations in different exchange areas for which a long distance message charge is made.

MESSAGE RATE SERVICE (MEASURED SERVICE)

See Exchange Service.

MESSENGER SERVICE

See Long Distance Message Telecommunications Service.

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1. DEFINITION OF TERMS

MILEAGE CHARGES

A charge applying for the use of part or all of a line furnished by the Company.

1. Airline Measurement: The shortest distance between two points.
2. Extension Line Mileage: The measurement applying on an extension line, for the use of which a circuit charge is made in accordance with Guidebook provisions.
3. Foreign Central Office Mileage: The measurement applying to a line within the exchange connecting a subscriber's main station, PBX or Centrex system with a central office other than that from which he would normally be served, for the use of which a separate circuit charge is **made**.
4. Foreign Exchange Mileage: The measurement applying to a line connecting a subscriber's main station, PBX or Centrex system with a central office of an exchange other than that from which the subscriber would normally be served, for the use of which a separate charge is **made**.
5. Route Measurement: The actual length of a circuit between two points.
6. Tie Line Mileage: The measurement upon which the rate for tie lines is based in accordance with Guidebook provisions.

MISCELLANEOUS COMMON CARRIERS

Miscellaneous Common Carriers, as defined in Part 21 of the Federal Communications Commission Rules, are communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

MISCELLANEOUS EQUIPMENT

Equipment furnished at additional charges associated with the various classes of subscriber service.

NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK CONTROL SIGNALING UNIT

The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

PERSON-TO-PERSON CALL

See Long Distance Message Telecommunications Service.

PORTABLE TELEPHONE

A telephone instrument equipped with a plug-ended cord for use with a jack terminated circuit.

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1. DEFINITION OF TERMS

PREMISES (SAME)

The term "same premises" shall be interpreted to mean:

1. The building, together with the surrounding land occupied or used in the conduct of one establishment or business, or as a residence, and not intersected by a public thoroughfare or by property occupied by others; or
2. The portion of the building occupied by the subscriber, either in the conduct of his business or as a residence, and not intersected by a public corridor or by space occupied by others; or
3. The building or portion of a building occupied by the subscriber in the conduct of his business and as a residence provided both the business and the residence bear the same street address.

In connection with inside moves, the term "same premises" is to be interpreted to mean the building or portion of a building occupied as a unit by the subscriber in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare, a corridor, or space occupied by others.

PRIMARY CLASS OF SERVICE

Any of those classes of exchange service which the Company undertakes to **furnish at** a rate common to all applicants for the same class.

PRIMARY SUBSCRIBER

This term has the same connotation as "subscriber" and is used in those cases where it is desirable to stress the distinction between the main subscriber to telephone service and others who may have joint use of the service or who may qualify for additional listings.

PRIVATE BRANCH EXCHANGE SERVICE (PBS SERVICE)

1. A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance message telephone network to other subscribers.
2. Line (circuits), equipment and facilities ordinarily furnished in connection with PBX service include the following:
 - a. PBX Station: A station connected with a PBX switchboard for PBX dial switching equipment.
 - b. PBX Extension Station: A telephone set which is bridged to the same line as the PBX station.
 - c. PBX Interior Station: A PBX station that cannot originate or receive local or long distance calls either directly or through the PBX attendant.
 - d. PBX Trunk: A central office line (circuit) connecting a PBX system with a central office.
 - e. Tie Line: See Exchange Line.

PRIVATE TELEPHONE NUMBER

A telephone number associated with an exchange station which at the request of the subscriber has the listing omitted from the telephone directory and is not shown on records available to the general public.

PUSHBUTTON TELEPHONE SYSTEMS

Pushbutton telephone systems are furnished by means of buttons mounted in the base of the telephone instrument or separately located near the telephone instrument. Pushbutton telephone systems are regularly available only in connection with individual line, PBX, WATS, and private line service.

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1. DEFINITION OF TERMS

REFERENCE LISTING

See Directory Listing.

ROUTE MEASUREMENT

See Mileage.

SEMI-PRIVATE TELEPHONE NUMBER

A telephone number associated with an exchange station which at the request of the subscriber has the listing omitted from the telephone directory but is on records available to the general public upon request.

SERVICE CONNECTION CHARGE

A nonrecurring charge applying to the establishment of basic telephone service for a subscriber and certain subsequent additions to that service.

SERVICE LINE

An exchange line associated with multiple data station installations to provide monitoring and testing of both customer and telephone company data equipment. The service line may be connected to a PBX, Centrex, or individual line (main or extension station) so long as direct station access is provided.

SERVICE POINT

When used in connection with customer-provided communication channels denotes the points on the customer's premises where such channels or facilities are terminated in switching equipment used for communications with stations or customer-provided terminal equipment located on the premises.

SERVICE STATION

See Station.

STATION

A unit of service, complete with all instrumentalities (e.g.: telephone set, connecting block, inside wiring, protection apparatus, drop or block wiring) and lines (circuits), so arranged as to permit sending and receiving messages through the exchange and long distance network.

1. Company Station is a station for which the central office equipment, lines and station equipment are owned and maintained by the Company and provided as a part of the Company's service offering. This term also denotes the network control signaling unit, Data Set or other equipment provided by the company at the customer's premises which enables the customer to establish the communications connections and to effect communications through such connections.
2. Exchange Station is a Company station furnished for exchange service and is directly or indirectly connected with a central office.
3. Main and Extension Stations:
 - a. Main Station is a Company station, directly connected by means of an individual line with a central office.
 - b. Extension Station is an additional station connected on the same line as the main station and subsidiary thereto.

4. PBX and Centrex Stations:

See Private Branch Exchange Service (PBX Service) and Centrex Service.

STATION LINE

See Exchange Line.

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1. DEFINITION OF TERMS

STATION-TO-STATION CALL

See Long Distance Message Telecommunications Service.

SUBSCRIBER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of its tariff and/or Guidebook.

SUSPENSION OF SERVICE

An arrangement made at the request of the subscriber, or initiated by the Company for violation of tariff and/or Guidebook regulations by the subscriber, for temporarily discontinuing service without terminating the service agreement or removing the telephone equipment from the subscriber's premises.

TELEPHONE NUMBER

A designation assigned to a telephone service for convenience in operating.

TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this Guidebook.

TERMINATION CHARGE

A charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for such item. The basic termination charge is an amount established for an individual item of service or equipment from which the termination charge is computed.

TIE LINE

See Exchange Line.

TIE LINE MILEAGE

See Mileage.

TOLL MESSAGE (LONG DISTANCE MESSAGE)

See Message.

TOLL SERVICE

See Long Distance Message Telecommunications Service.

TONE-CALLING SERVICE

See Exchange Service.

WATS

See Wide Area Telecommunications Service.

WIDE AREA TELECOMMUNICATIONS SERVICE

The furnishing of facilities for dial type telephone communication between a wide area service access line and other exchange and toll station telephones in the area prescribed in the Guidebook.

2. GENERAL REGULATIONS

2.1 Application

The regulations specified herein are applicable to all communication services offered in this Guidebook by CenturyTel of Adamsville, Inc. hereinafter referred to as the Company. Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various Sections of this Guidebook.

2.2 Limitations and Use of Service

1. Use of Subscriber's Service

- a. Subscriber telephone service is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscribers household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a subscriber's residential premises or to subscribers of access line service for customer-provided public telephones. The Telephone Company has the right to refuse to install subscriber service or to permit such service to remain on premises of a public character when the instrument is so located that the public in general or patrons of the subscriber may make use of the service. At such locations, however, service may be installed, provided the instrument is so located that it is not accessible for public use. This prohibition does not apply to subscribers of access line service for customer-provided public telephones.
- b. Except as otherwise provided in this Guidebook, service furnished by the Company is intended only for communications in which the subscriber has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others. This prohibition shall not apply to a subscriber who is engaged as a communications common carrier in a public telegram message business.
- c. In view of the fact that the subscriber has exclusive control of his communications over the facilities furnished him by the Company, and of the uses for which facilities may be furnished him by the Company, and because of unavoidableness of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.

2. Establishment of Identity

- a. The calling party shall establish his identity in the course of any communication as often as may be necessary.
- b. The calling party shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called location.

3. Customer-Provided Terminal Equipment and Communications Systems

Customer-provided terminal equipment may be used and customer-provided communications systems may be connected with the facilities furnished by the Company for telecommunications services as provided in Section 13.

4. Accessories Provided by the Subscriber

Accessories which aid a subscriber's convenience in his use of the facilities of the Company in the Service for which they are furnished under this Guidebook are permissible provided any such accessory so used would not endanger the safety of Company employees or the public; damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the Company; or interfere with the proper functioning of such equipment or facilities; or impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services.

2. GENERAL REGULATIONS

2.2 Limitations and Use of Service (Continued)

5. Broadcast of Recordings of Telephone Conversations

The broadcasting of a recording of a telephone conversation during the period of recording is permissible provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with subscriber-provided voice recording equipment as specified in this Guidebook.

6. Recorded Public Announcements

a. Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder-coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:

- (1) For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
- (2) Subscribers transmitting factual public announcements such as Time, Stock Market quotations, Airline schedules and similar information are excluded from the preceding condition.
- (3) Private telephone numbers will not be furnished for use with recorded public announcements.
- (4) Failure to comply with the provisions of this Guidebook shall be cause for termination of the service.

7. Limited Communication

The Company reserves the right to limit the length of communication when necessary because of a shortage of facilities caused by emergency conditions.

8. Transmitting Messages

The Company will not transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company.

9. Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will be discontinued if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law.

2. GENERAL REGULATIONS

2.2 Limitations and Use of Service (Continued)

10. Cancellation of Service for Cause

- a. The Company may without notice either suspend service or terminate the subscriber's contract without suspension of service or, following a suspension of service, disconnect the service and remove any of its equipment from the subscriber's premises upon:

- (1) Abandonment of the service.
- (2) Failure of a subscriber to make suitable deposit as required by this Guidebook.
- (3) Impersonation of another with fraudulent intent.
- (4) Listening in on party line conversations.
- (5) Non-payment of any sum due for exchange, long distance or other services.
- (6) Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use includes, but is not limited to, the use of telephone service by a subscriber or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing, or delaying the telephone service of others.
- (7) Use of service or facilities for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.
- (8) The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for the service.
- (9) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, long distance message telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service.
- (10) Any other violation of the Company's regulations.

- b. The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane or grossly abusive language over or by means of the Company's facilities, and who after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.

11. Misuse of Directory Assistance Service

The Company may limit or refuse the use of directory assistance to obtain a subscriber's listed name, address or telephone number for any purpose other than to facilitate the making of a telephone call.

2.3 Establishment and Furnishing of Service

1. Availability of Facilities

- a. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

1. Availability of Facilities (Continued)

- b. The rates and charges quoted in this Guidebook provide for the furnishing of service and facilities where suitable facilities are available.

2. Application for Service

- a. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect.
- b. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.
- c. If telephone service is established and it is subsequently determined that either condition in b. exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.

3. Application of Rates for Business and Residence Service

- a. Although in general business rates apply at business locations and residence rates apply at residence locations, the determination as to whether subscriber service should be classified as business or residence is based on the character of use to be made of the service.
- b. Business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature or where the listing required is such as to indicated business use. Business rates apply for:
 - (1) Offices, stores, factories, mines and all other places of a strictly business nature.
 - (2) Boarding houses, except as modified under 2.3.4.c.(2); offices of hotels and apartment houses, colleges, quarters occupied by clubs and fraternal societies, except as modified under 2.3.5.c.(5), public, private or parochial schools, hospitals, nursing homes, libraries and other institutions and in churches.

Note: For the purpose of this Guidebook, a boarding house is defined as a house or apartment where rooms are rented or boarders taken or both. Such houses or apartments may obtain service at residence rates when in the judgment of the Company, they are not conducted primarily for business purposes and are listed as residences.

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

3. Application of Rates for Business and Residence Service (Continued)

b. (Continued)

- (3) Residence locations, where the place of residence is adjacent to a place of business and is connected thereto, and it is not evident that the service located in the residence is to be employed primarily for domestic use.
- (4) Residence locations, where an extension station or extension bell is located in any place where business rates would apply under the provisions of this Guidebook.
- (5) Service terminating solely on the secretarial facilities of a secretarial answering firm will carry business rates.
- (6) Any location where a business designation is provided or when any title indicating a trade or profession is listed, except as modified under 2.3.4.c.(3).
- (7) All other locations where the subscriber's primary use of the service is for business purposes.

c. Residence rates apply when the use of the service is of a domestic nature and provided that service is not used substantially for occupational purposes. Residence rates apply for:

- (1) Private residences on service not employing business listings.
- (2) Private apartments in hotels, clubs and boarding houses where service is confined to the domestic use of the subscriber and business listings are not employed.
- (3) The place of residence of a clergyman, physician, registered or practical nurse, dentist, veterinary surgeon or other medical practitioner or Christian Science practitioner, provided the service is not installed in that portion of the subscriber's residence which is used as an office, but is located in the subscriber's domestic establishment, and provided no business designation is employed. Titles such as "Dr.", "Rev.", "Judge", "Professor" are not considered business designations.
- (4) Private stable or garage when strictly a part of the subscriber's domestic establishment.
- (5) College fraternity houses where members of the fraternity lodge within the house.
- (6) Secretarial line terminations of residence main service terminating as extension lines on the premises of a telephone answering bureau.

d. Changes from business service to residence service are made only in the event of a change in the subscriber's arrangements which would entitle him to a residence classification of his service, as specified in c. preceding.

The business telephone number may be continued for the residence service only if all the facts indicate that the service is no longer to be used substantially for business purposes.

e. Changes from residence to business service may be made without change in telephone number, if the subscriber so desires. Service connection charges, which apply for such changes, are quoted in Section 4 of this Guidebook.

4. Initial Service Periods

- a. Unless otherwise specified, the initial service period for all services offered in this Guidebook is one month commencing with the date of installation of the service.
- b. The initial service period for PBX service is sixty months.
- c. For all other services furnished with initial service periods exceeding one month, the applicable initial service period is the number of months indicated in brackets following the basic termination charge listed in that Section of this Guidebook containing the service offered.
- d. The initial service period relates to each applicable unit of service, either on the initial or subsequent installations.

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

5. Floor Space, Electric Power and Operating at the Subscriber's Premises

- a. The subscriber is responsible for the provision and maintenance, at his expense, of all suitable space and floor arrangements, including but not limited to adequate lighting and temperature control, required on his premises for communication facilities provided by the Company in connection with services furnished to the subscriber by the Company. Any power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of the subscriber.
- b. All operating required for the use of communications facilities provided by the Company at the subscriber's premises will be performed at the expense of the subscriber, and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.

6. Provision and Ownership of Equipment and Facilities

- a. Equipment and facilities furnished by the Company on the premises of a subscriber or authorized user of the Company are the property of the Company and are provided upon the condition that such equipment and facilities, except as expressly provided in this Guidebook, must be installed, relocated and maintained by the Company and that the Company's employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment and facilities on the subscriber's premises, or upon termination or cancellation of the service, to remove such equipment and facilities.
- b. Subscribers may not disconnect or remove or permit others to disconnect or remove any apparatus installed by the Company, except upon written consent of the Company.
- c. Equipment and facilities furnished by the Company shall, upon termination of service from any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof expected.

7. Provision and Ownership of Directories

Telephone directories distributed from time to time by the Company remain the property of the Company, shall not be mutilated and shall be surrendered upon request. No binder, holder, insert or auxiliary cover or attachment of any kind not furnished by the Company, except that this prohibition shall not apply to a subscriber-provided binder, holder, insert, or auxiliary cover which is not so attached as to impede reference to essential service information or otherwise interferes with service.

8. Provision and Ownership of Telephone Numbers

Telephone numbers are the property of the Company and are assigned to the service furnished the subscriber. The subscriber has no property right to the telephone number or any other call number designation associated with services furnished by the Company, and no right to the continuance of service through any particular central office. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the subscriber, whenever the Company deems it necessary to do so in the conduct of its business.

9. Maintenance and Repairs

All ordinary expense of maintenance and repairs, unless otherwise specified in this Guidebook, is borne by the Company.

In the case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the subscriber or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the subscriber, the subscriber shall be required to pay the expense incurred by the Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original condition.

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

10. Company Facilities at Hazardous or Inaccessible Locations

Where service is to be established at a location that would involve undue hazards, or where accessibility is impracticable, to employees of the Company, the subscriber may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company, any remuneration to be based on the conditions involved.

11. Work Performed Outside Regular Working Hours

The rates and charges specified in this Guidebook contemplate that all work in connection with furnishing or rearranging service be performed during regular working hours. Whenever a subscriber requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours or that work once begun be interrupted, so that the Company incurs costs that would not otherwise have been incurred, the subscriber may be required to pay, in addition to the other rates and charges specified in this Guidebook, the amount of additional costs incurred by the Company as a result of the subscriber's special requirements.

12. Vacation Number Reservation

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.

Vacation Number Reservation provides for temporary suspension of service at customer request for a period of not less than one (1) month and not to exceed nine (9) months in a twelve (12) month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer's account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one (1) month's charge for full service before the service can again be put on Vacation Number Reservation.

- a. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.
- b. If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.
- c. There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

13. Termination of Service

a. Termination of Service by the Company

- (1) Violation of any of the regulations contained in this Guidebook on the part of the subscriber may be regarded as sufficient cause for termination of the subscriber's service.
- (2) When the service is terminated on the initiative of the Company because of violation of its regulations by the subscriber, the regulations stipulated below for termination of service at the subscriber's request apply.
- (3) The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used or is used for a purpose other than that for which it is provided or when its use interferes with or impairs, or would interfere with or impair, any other service rendered to the public by the Company.

2. GENERAL REGULATIONS

2.3 Establishment and Furnishing of Service (Continued)

13. Termination of Service by the Company (Continued)

b. Termination of Service at the Subscriber's Request

Service may be terminated at any time upon reasonable notice from the subscriber to the Company. Upon such termination the subscriber shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any unexpired portion of an initial service period or applicable termination charges, or both.

14. Obligation to Furnish Service

The Telephone Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

15. Transfer of Service Between Subscribers

a. Service previously furnished one subscriber may be assumed by a new subscriber upon due notice of cancellation, or in case of abandonment, provided there is no lapse in the rendition of service. Such transfers are subject to service connection charge regulations and may be arranged for in either of two ways:

- (1) If the new subscriber, fully understanding the regulations governing the service and the status of the account, willingly assumes all obligations thereunder. Future bills are then rendered to him without an adjustment to or from any particular date, with the Company arranging for requested change in billing and directory listing.
- (2) If the new subscriber does not wish to assume payment of the old account a new service application is taken and an adjustment in billing is made to and from the date the transfer is effective.

b. Under either method of transfer the reassignment of the old telephone number to the service of the new party is arranged for only after the former subscriber has given his consent to its use, and then only when, in the judgment of the Company, there exists no relationship, business or otherwise, between the old and new subscribers, and when in the judgment of the Company a change in the telephone number is not required.

c. When a relationship does exist, business or otherwise, between the old and new subscribers, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgment of the Company a change in the telephone number is not required.

2.4 Payment Arrangements and Credit Allowances

1. Advance Payments

a. An applicant for service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection, installation or other non-recurring charges plus charges for one month of service.

EFFECTIVE: November 22, 2015

Second Revised Sheet 9

2. GENERAL REGULATIONS

2.4 Payment Arrangements and Credit Allowances (Continued)

2. Deposits

- a. Any applicant who is unable to establish a satisfactory credit standing with the Company or any subscriber whose credit standing has become impaired may also be required to deposit a sum up to an amount equal to either the charge for two months' local service or the charge for the estimated toll messages during a like period, or both. Any such deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service.
- b. Interest at the rate of 6% per annum is allowed to the subscriber during the continuance of the deposit. If held until discontinuance of service, such deposit and accrued interest, less any and all amounts then due, is upon such discontinuance returnable to the subscriber.
- c. The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation or constitutes a waiver or modification of the regular practices of the Company providing for the discontinuance of service for non-payment of any sums due the Company.

3. Payment for Service

- a. All charges due by the subscriber are payable at the Company's Business Office or at any agency duly authorized to receive such payments. If objection in writing is not received by the Company within thirty days after the bill is rendered the account shall be deemed correct and binding upon the subscriber.
- b. The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's station.
- c. Should service be suspended for non-payment of charges, it will be restored only as provided under "Restoration Charge" in Section 4 of this Guidebook.
- d. When the service has been disconnected for non-payment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Guidebook.
- e. In its discretion, the Company may restore or re-establish service which has been suspended or disconnected for non-payment of charges, prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver of any such or other charges due and unpaid or for the violation of the provisions of this Guidebook; nor shall the failure to suspend or disconnect service for non-payment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for non-payment of such account or of any other past due account.

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EFFECTIVE: July 15, 2013

First Revised Sheet 10

2. GENERAL REGULATIONS

2.4 Payment Arrangements and Credit Allowances (Continued)

4. Allowance for Interruptions

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed, upon request of the subscriber, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of forty-eight hours from the time it is reported to or detected by the Company, except as otherwise specified in this Guidebook. For the purpose of administering this regulation, every month is considered to have thirty days.

2.5 Liability of the Company

1. Service Irregularities

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the subscriber, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistake, omission, interruption, delay, error, or defect in transmission or defect or failure in facilities occurs.

2. Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with this Company's facilities in establishing connections to points not reached by this Company's facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

3. Indemnifying Agreement

The Company shall be indemnified and saved harmless by the subscriber or subscribers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the subscriber; and against all other claims arising out of any act or omission of the subscriber in connection with the facilities provided by the Company.

4. Defacement of Premises

The Company is not liable for any defacement of or damage to the premises of a subscriber resulting from the furnishing of service or the attachment of the instruments, apparatus and associated wiring furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of employees of the Company.

5. Period of the Presentation of Claims

The Company shall not be liable for damages or statutory penalties in any case where a claim is not presented in writing within sixty days after the alleged delinquency occurs.

EFFECTIVE: July 15, 2013

First Revised Sheet 11

2. GENERAL REGULATIONS

2.5 Liability of the Company (Continued)

6. Equipment in Explosive Atmosphere

- a. The Company does not guarantee not make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The subscriber shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the subscriber or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the subscriber or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.
 - b. The Company may require each subscriber to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.
 - c. The subscriber shall furnish, install and maintain sealed conduit with explosion-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The subscriber may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.
7. Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling in the furnishing of exchange telecommunications service shall be performed by equipment furnished, installed and maintained by the Company.

2.6 Preferred Carrier Freeze

Subscribers who wish to reduce the chance of a change in their local exchange carrier, intraLATA and/or interLATA toll service provider(s) without their express written or verbal consent may request, at no charge, to have their preferred carrier selection frozen to their carrier of choice. Preferred Carrier Freezes shall be implemented or removed by one of the following three methods. This offering in no way nullifies the carrier or reseller's responsibility to verify the service provider changes as outlined in Rule 1220-4-2.56(2), The Tennessee Verification of Orders for Changes of Long Distance Carriers.

1. In written form by the use of Letter of Agency (LOA) that must conform with Rule 1220-4-2-.56(2)(a), The Tennessee Verification of Orders for Changes of Long Distance Carrier; or
2. Verbally with a call between the subscriber and the Company; or
3. Verbally with a three-way conference between the Company, the subscriber, and the preferred carrier.

At the time a subscriber makes a request to the Company to place a freeze on their account, the company will send the subscriber a confirmation letter. The Company does not guarantee that by placing a freeze on the subscriber's account that the preferred carrier cannot be changed without the subscriber's consent. The Company shall not be liable for any damages that may occur if the preferred carrier is changed without the subscriber's consent as long as the company has fully complied with the requirements specified in Rule 1220-4-2-.56 (2), The Tennessee Verification of Orders for Changes of Long Distance Carriers.

EFFECTIVE: July 15, 2013

First Revised Sheet 12

2. GENERAL REGULATIONS

2.7 Third Party Blocking

Third Party Blocking is available to all customers. The service blocks the placing of monthly recurring charges on telephone bills by third party providers without proper verification. Unauthorized charges can include monthly recurring for membership fees, plan fees, Internet access fees, voice mail fees, etc. Casual calling, collect, third party, calls to a carrier's toll access number, as well as directory advertising are exempt from this blocking service.

The Company cannot guarantee that Third Party Blocking will prevent all unauthorized third party charges from appearing on a Customer's bill.

1. Third Party Blocking Procedures:

The Company will utilize the following procedures before removing Third Party Blocking from a Customer's bill:

- a. The third party provider shall not submit changes to the Company, for a specific Customer, without first obtaining a Letter of Authorization (LOA) from an authorized individual for the telephone account. The LOA shall include the name and address of the company providing the service, a description of the service, an itemization of the cost including whether the charge is one-time or a recurring fee and a statement confirming that the person signing up for the service is an authorized individual for the telephone service. All LOAs must adhere to the current Federal Communications Commission rules as defined in C.F.R. 47 and Tennessee Regulatory Authority rules as defined in Rule 1220-4-3-.56.
- b. The LOA shall not be combined with inducements of any kind in the same document.
- c. A copy of the LOA must be provided to the Company, if requested, as authority from the Customer to place a monthly recurring charge on the Customer's bill.
- d. Upon receipt of an LOA, the Company will first call the Customer and obtain the Customer's verbal approval before removing Third Party Blocking.
- e. Subscribers who wish to establish or cancel third party blocking may also do so by contacting the Company directly. The Company may require verification from the subscriber.

2. The charge to activate or change Third Party Blocking is \$5.00.

EFFECTIVE: 02-25-2015

1st Revised Sheet 13
Deletes Sheets 14 through 26

2. GENERAL REGULATIONS

2.8 CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

Charges applicable under special conditions are located at [SPECIAL CONSTRUCTION AND PROVISION/EXTENSION OF FACILITIES](#).

EFFECTIVE: November 13, 2015

6th Revised Sheet 1
Cancels 5th Revised Sheet 1

BASIC LOCAL EXCHANGE SERVICE

3.1 Monthly Exchange Rates

The rates specified herein entitle subscribers to an unlimited number of messages to all stations bearing the designation of central offices within the serving exchange and additional exchanges as shown in Section 3.3., Local Calling Areas, of this Guidebook.

<u>Class of Service</u>	<u>Monthly Rate</u>	
Business 1 Party, per line	\$30.00	(I)
Residence 1 Party, per line	\$19.75	(I)
PBX Trunk, per trunk	\$40.30	
Key System, per line	\$33.00	

3.1.1 Line/Trunk Hunting Service

1. General

- a. Line Hunting Service provides a feature where groups of telephone numbers are linked together so that if any one number in the group is busy when called, subsequent numbers are searched until an idle telephone number is connected.
- b. When a hunt number is dialed, the Central Office equipment will connect the call to that line. If that line/trunk is busy, the Central Office equipment hunts for the first available idle line/trunk in sequence behind that line/trunk. When the first idle line/trunk is found, the call rings through on that line/trunk.
- c. The Central Office will continue hunting through the sequence until it has searched through the entire group.
- d. Should all of the lines/trunks in that group be busy, the Central Office equipment will return a busy signal to the caller.
- e. This offering is for terminal line/trunk hunting. Customized hunting may be provided when technically feasible and the proper equipment is available.
- f. When the hunt feature is to be added to lines/trunks, and no other service order related work is being performed on that line/trunk, then service order charges will apply.

2. Rates

- a. Service charges apply as follows:

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
Line/Trunk Hunting, per Line/Trunk	\$2.00	\$5.00

EFFECTIVE: June 12, 2015

First Revised Sheet 1.1

3. BASIC LOCAL EXCHANGE SERVICE

3.1 Monthly Exchange Rates (Continued)

3.1.2 Directory Assistance

See [CENTURYLINK® LOCAL TERMS OF SERVICE: DIRECTORY ASSISTANCE SERVICES](#) for the terms and conditions for local, long distance and national directory assistance.

3.2.2 RATES AND CHARGES

- a. Directory Assistance Service Charge,
Per Directory Assistance call **\$3.99** (l)
- b. When the customer requests Directory Assistance by dialing "0" where the customer has the technical capability to direct dial Directory Assistance, the applicable Operator Assistance charge applies in addition to the Directory Assistance Service Charge.

EFFECTIVE: April 1, 2012

1st Revised Sheet 2
Cancels Original Sheet 2

3. BASIC LOCAL EXCHANGE SERVICE

3.1 Monthly Exchange Rates

3.1.3 Prepaid Local Telephone Service (PLTS)

Prepaid Local Telephone Service (PLTS) is a residential payment plan where the customer agrees to pay for service one month in advance. Upon establishment of the PLTS plan, the customer will be billed for one month service. The Company will require payment of these charges prior to establishment of service. Thereafter, the customer will be required to pay one month's service on a monthly basis. Once payment for service is received, one month's service will be provisioned and is non-refundable if the customer cancels service prior to the end of the month. No deposits or non-recurring charges apply.

1. PLTS is configured as follows:
 - a. Voice grade residential flat rate line, or local measured service line, if available
 - b. All mandatory services, including extended area service, expanded local calling, etc.
 - c. Tone Dialing
 - d. Ability to dial 911
 - e. Ability to report service problems seven days a week
 - f. Ability to dial CenturyTel Customer Service
 - g. Primary directory listing (nonpublished/nonlisted available at an additional charge)
 - h. Access to Directory Assistance
 - i. Toll blocking/usage sensitive services blocking
 - j. Call Waiting, Caller ID Name and Number, and Call Forwarding included
2. Customers who are unable to pay the required charges to maintain their present service may activate a PLTS plan, but may be required to agree to a repayment plan for their current charges.
3. New customers who do not qualify for service due to a poor credit history may subscribe to PLTS.
4. The monthly rate for PLTS shall be in addition to any surcharges and fees established or authorized by a government entity, including but not limited to 911, subscriber line charge, sales tax and municipal fees.
5. Subscribers to PLTS are required to have mandatory toll blocking and usage sensitive blocking placed on their telephone line. It is the customer's responsibility to not make or receive calls, except for Directory Assistance, for which additional charges are billed to the customer's telephone number. After the first three directory assistance calls, applicable rates for directory assistance will apply.
6. The Company may disconnect PLTS service, with notice, for any of the following reasons:
 - a. Failure to make monthly payments to maintain the PLTS balance.
 - b. Use of the service in a manner that interferes with the service of others.
 - c. If the customer accrues new billable charges for toll or other service on their telephone bill.
7. The Company may disconnect PLTS service without notice for any of the following reasons:
 - a. If the customer accrues new billable charges for toll or other service on their telephone bill.
 - b. Where a known dangerous condition exists.
 - c. Where service is connected without authority by a person who has not applied for the service, or who has reconnected service without authority following termination of service.
8. If the PLTS customer is disconnected due to failure to comply with any terms of PLTS, they will no longer be eligible for PLTS. The customer can return to basic local telephone service if they meet the requirements for service, including payment of outstanding essential charges if applicable and payment of a deposit if their credit history is such that a deposit would normally be required.
9. Residential Monthly Rate \$39.95

3. BASIC LOCAL EXCHANGE SERVICE

3.2 Concessions to Schools for School/Parent Systems

1. General

Access Line Discounts are provided to schools (grades K-12) and public libraries using auto dialers/voice mail communication systems.

2. Regulations

- a. Discounts will apply to lines installed for the sole purpose of school/parent communication systems.
- b. Schools will only be permitted one credit per 100 students, or fraction thereof.
- c. Only one credit will be issued per line.
- d. Autodialers are to be used only to contact persons providing written consent to the school or public library to be contacted or to contact parties authorized to act on behalf of persons providing written consent.

3.2.1 Concessions for In-Classroom Computer Access

1. General

Access line discounts are provided to schools or public libraries using telephone lines for in-classroom use of computers and modems to access various information databases and shared educational programs as well as accessing students in other classrooms for the purpose of sharing information and learning experiences. A discount will also be provided for telephone lines used for teacher workroom use of computer and modems to access various informational databases and to share information and ideas with other teachers in an effort to enhance the educational experience of the students.

2. Regulations

- a. This offering is available to full-time educational institutions, grades K through 12, colleges, universities, that are eligible for accreditation by the Southern Association of Colleges and Schools and public libraries.
- b. The telephone lines described above shall not be used to replace existing administrative lines.
- c. Directory listings will not be provided for these lines.
- d. Non-recurring charges shall be billed at residence rates.
- e. All rules and regulations that appear in other sections of this Guidebook shall apply unless otherwise stated herein.

3.2.2 Discounts

1. Discounts will apply to schools and to all public libraries with access lines used for School/Parent Communications Systems and for In-Classroom Computer Access as described in 3.2. and 3.2.1 above.
2. Discounts will apply as follows:
 - a. For flat rate business lines, a credit equal to the business flat rate less the residential flat rate.
 - b. For Key or PBX trunks, a credit equal to the Key or PBX trunk less the residential flat rate.
 - c. For measured business lines, a credit equal to the business measured rate less the residential measured rate.
 - d. For Centrex service, a credit equal to the Network Access rate less the residential rate (flat rate).

EFFECTIVE: January 1, 2013

Original Sheet 4

3. BASIC LOCAL EXCHANGE SERVICE

3.2 Concessions to Schools for School/Parent Systems (Continued)

3.2.3 Concessions for Advanced Digital Service

1. Discounts will apply to schools (grades K-12 and vocational) when Advanced Digital Service (ADS) becomes available such that ADS will be offered at the residential ADS rate.

3.3 Local Calling Areas

<u>Exchange</u>	<u>Additional Exchanges</u>
Adamsville	Enville, Milledgeville, Shiloh #, Savannah*, Selmer*, and Bethel Springs
Enville	Adamsville, Milledgeville, Shiloh#, and Henderson*
Milledgeville	Adamsville, Enville, Shiloh #, Savannah*, Selmer*, and Bethel Springs
Shiloh#	Adamsville, Enville, Milledgeville, and Savannah*

3.3.1 County-Wide Calling

In addition to the local calling areas, toll free calling on a (1+) or (0+) basis is provided between all local exchange service located within the same county.

All operator assisted calls and credit card calls between these exchanges, and intra-county toll calls that terminate to a Local Exchange Company that is not participating in County-Wide Calling, are subject to rates described elsewhere.

County-Wide Calling is not provided to the following:

1. Sent paid Customer-Provided Public Telephone Service
2. Outward Wide Area Telecommunications Service (WATS) and 800 Service
3. Originating Cellular Service
4. Quoted Charges (calls originating at Hotel/Motel/Hospital)
5. Foreign Exchange Service
6. Remote Call Forwarding

Including those stations in Yellow Creek, Mississippi and vicinity which are a part of the Shiloh Exchange.

* Exchange of AT&T Tennessee.

EFFECTIVE: March 23, 2015

Original Sheet 5

3. BASIC LOCAL EXCHANGE SERVICE

3.4. CENTURYLINK LINE VOLUME PLAN (CLVP)

3.4.1. Terms and Conditions

See [LOCAL TERMS OF SERVICE: CENTURYLINK LINE VOLUME PLAN \("CLVP"\)](#) for the description, terms and conditions for CLVP. Termination liability charges and/or shortfall charges apply as specified therein, if all or a portion of the services under CLVP are terminated prior to the expiration of the initial commitment period or if Customer's account falls below the minimum line requirements.

3.4.2. Rates

1. Flat Rate Business Service, per Individual Line, Key Line, and/or Key Trunk, per month ^[1]

Number of Lines (Tier)/Minimum Line Requirement	Two Year Term	Three - Five Year Terms
10 - 49	\$33.99	\$32.99
50 - 499	32.99	31.99
500 - 999	31.99	30.99
1000 - 3000	30.99	29.99

2. Optional Services

LVP Feature Package, per line/ trunk, per month

Number of Lines (Tier)/Minimum Line Requirement	Two Year Term	Three - Five Year Terms
10 - 49	\$5.00	\$5.00
50 - 499	5.00	5.00
500 - 999	5.00	5.00
1000 - 3000	5.00	5.00

^[1] Touch Tone calling service and Trunk Hunting, where applicable, are included in these rates.

EFFECTIVE: April 29, 2013

Third Revised Sheet 1
Second Revised Sheet 1

4. SERVICE CHARGES

4.1 Definitions

1. Service charges of a non-recurring nature and applicable for the following activities resulting from a customer's request.

Service Order Charge (SOC)
Line Connection Charge (LOC)

2. Service charges as specified herein as a non-recurring charge or charges apply to the ordering, installing, moving, changing, rearranging or furnishing of telephone service, disconnection of residential telephone service, miscellaneous and supplemental equipment and other telephone facilities.

4.2 Application of Charges

1. Service Order Charge (SOC)

The "Service Order Charge" (SOC) applies for work (each service order) done in receiving, recording, and processing information necessary to execute a customer's request for installations of service, moves and/or changes, rearrangements and residential disconnections.

This charge will apply for each order including customer initiated "records only" service orders except for orders affecting a billing address change.

2. Line Connection Charge (LCC)

The term line connection charge (LCC) applies to work done in the Central Office and/or outside plant facility associated with providing each access line (the line from the serving central office up to and including the station protector at the customer's premises), or making changes thereto.

4.3 Charges

	<u>Residence</u>	<u>Business Non-Key</u>	<u>Key & P(A)BX</u>
1. Service Order Charge (SOC)			
New Customer, Existing Customer each request	\$18.00	\$18.00	\$18.00
2. Line Connection Charge (LCC)			
Each Central Office Line or trunk	\$18.00	\$18.00	\$18.00

Service charges are in addition to all other rates and charges that may be applicable for service and equipment provided by the Telephone Company.

3. Maintenance of Service Charge (a.k.a. Trouble Isolation Charge)

A nonrecurring charge will apply for each repair visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in a customer-provided terminal equipment or communications system which is arranged for connection to Company facilities.

Per Visit \$85.00

EFFECTIVE: July 18, 2014

Third Revised Sheet 2
Cancels Second Revised Sheet 2

4. SERVICE CHARGES

4.4 Termination Charge

1. A termination charge is determined by applying to the Basic Termination Charge the percentage which the unexpired portion of the Initial Service Period bears to the full Initial Service Period. The Basic Termination Charge in effect at the time the customer's service is established will be used to determine the termination charge. The Basic Termination Charge for new service and the Initial Service Period are indicated in the section of this Guidebook covering the service items to which they apply. The Initial Service Period is shown in brackets following the amount of the Basic Termination Charge.
2. When a subscriber cancels an order for service carrying a Basic Termination Charge prior to the establishment of that service, a termination charge applies equal to the cost incurred by the Company in engineering, ordering and providing the facilities and disposing of it, less credits obtained through disposal; the termination charge in this event will not exceed the Basic Termination Charge.
3. When an order is canceled after the installation of the required facilities but before service is established, termination charges shall be applied as if the service had actually been established.
4. When service is moved to different premises, all remaining termination charges shall be applied on the service at the old location and the new location shall be treated as a new installation. If service is relocated on the same premises, the move shall be handled on the above basis or, at the subscriber's option, he may pay actual cost of making the move.

4.5 Restoration Charge - See Charges above.

4.6 Maintenance of Service Charge - See Charges above.

4.7 Return Check Charge

A non-recurring charge of **\$25.00** will be applied to the customer's account for each check dishonored for any cause.

4.8 Waiver of Service Connection Charges

In connection with Marketing or Sales studies, Marketing and Sales programs, the Company reserves the right to waive service connection charges for Touch-Tone and Custom Calling Services within specified areas for such periods of time as designated by the Company.

EFFECTIVE: July 1, 2015

Third Revised Sheet 3

4. SERVICE CHARGES

4.9 Link-Up

Effective April 1, 2012, Link Up Assistance is eliminated pursuant to the FCC's Lifeline and Link Up Reform and Modernization, Report and Order and Further Notice of Proposed Rulemaking, WC Docket No. 11-42, FCC 12-11 (rel. Feb. 6, 2012).

4.10 Copy of Bill

A printed additional copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit.

A nonrecurring charge applies for each printed copy furnished.

	<u>Residence</u>	<u>Business</u>
Charge per copy	\$4.00	\$7.00

4.11 Late Payment Charge

A Late Payment Charge that is the greater of four percent (4%) or \$7.00 will apply on unpaid balances from the prior month's invoice, excluding charges that have been disputed by the customer. The Late Payment Charge will be applied to the total undisputed; unpaid amount carried forward and will be included in the total amount due on the current invoice. This charge will apply to federal and state government customers pursuant to existing statutes applicable to those governmental entities.

4.12 Facility Relocation Cost Recovery Fee

This surcharge is for the recovery of the costs for the relocation of network facilities or infrastructure changes mandated by City, County, State, or Federal authorities, or any other governmental entity of any kind. This incremental charge is billed monthly per retail access line and will be identified on the bill as a Facility Relocation Cost Recovery Fee.

MONTHLY RATE

Facility Relocation Cost Recovery Fee, Per Line	\$1.00
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CenturyTel of Adamsville, Inc.
d/b/a CenturyLink Adamsville

GUIDEBOOK

EFFECTIVE: December 1, 2011

Original Sheet 1

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

See TRA Tariff No. 1

6. DIRECTORY LISTINGS

6.1 Regulations Applicable to Directory Listings

1. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscribers' telephone numbers and as an aid to the use of telephone service.
2. The listing of subscribers either without charge or at the rate specified herein for additional listings in the alphabetical section of the directory does not contemplate special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers the Company will not be a party to controversies between subscribers as a result of the publication of such listings in its directories.
3. Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when in its judgment such listings would tend to delay or impede the use of the service.
4. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when in its judgment the clearness of the listing and the identification of the subscriber is not impaired thereby.
5. Except as hereinafter provided only one listing is furnished without extra charge for each main service, joint user service, or PBX system; where a number of main services are provided on a rotary basis they are considered as one service. If additional listings are required to properly identify the subscriber, such additional listings may be provided without charge to the extent that the number of listings allowed does not exceed the number of main station lines or PBX trunks associated with that service.
6. All the listings, with or without extra charge, usually bear the call number of the first line but, at the customer's request, listings may bear any of the consecutive numbers subject to Company approval provided in their judgment this exception will not adversely affect the service.
7. Listings are not provided in connection with public telephone service except when the listing will facilitate the operations of the Company. No additional listings are permitted.
8. When in the judgment of the Company the use of reference or other listings in excess of the number of listings permitted without extra charge as previously outlined, are needed for better identification of the subscriber of governmental offices to facilitate the Company's operations, such listings may be provided without charge.

6.2 Business Listings

1. Generally, business listings consist of a name, a designation descriptive of the subscriber's business if not self-explanatory, and the business telephone number. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted, but may be that of a second party designated by the subscriber. Additional listings may be furnished in the name of partners or members of the firm, the names of officers of the corporation where the subscriber or joint user is a corporation, and for any business establishment, the names of associates or employees of the subscriber or joint user. Business additional listings may also be the bonafide names of individuals, firms or corporations which the subscriber or joint user owns or controls, or is duly authorized to and actually does represent. Listings other than those indicated above are furnished subject to the rates and regulations specified for "Joint User Service."
2. All listings of a subscriber's services which are located on the same premises must bear the same address, except in the case of outside stations of PBX systems, or main station service when the address may be shown as the premise where the outside station is located.

6. DIRECTORY LISTINGS

6.2 Business Listings (Continued)

3. Business Designations

- a. The designation in a business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. Designations will not be used where the name under which the subscriber is doing business is sufficient to indicate the character of the business. The listing of an individual, together with his title and the name of the business with which he is associated or represents, in lieu of a designation of the general character of the business, is not permitted. Likewise, the listing of the name of a firm or corporation, followed by the name or name and title of an individual connected therewith, in lieu of a business designation is not permitted:

Examples of listings not permitted:

Getz, J.G., Mgr., Lewis Grocery Co., 234-6488

Lewis Grocery Co., Getz, J.G., Mgr., 234-6488

- b. Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc., may for purposes of identification include abbreviated designations of titles. Also the title "Mrs.," "Ms.," or "Miss" is permitted. Degrees are permitted when they serve as a means of better identification; however, titles and designations will be omitted when a degree is used which conveys adequate information.

4. Trade Names

A trade name created by adding a term such as Company, Agency, Shop, Works, etc., to the name of a commodity or service will not be accepted as a listing unless the subscriber shows satisfactory evidence that he is authorized to do business under the trade name. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service, or within its judgment are otherwise objectionable or unnecessary for identification purposes.

6.3 Residence Listings

Residence listings consist of a name and the telephone number. The primary listing is ordinarily the name of the individual who subscribes for the service but the listing may be in the name of a second party so designated by the subscriber. Additional listings may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other persons residing in the subscriber's home who are recognized as a part of the subscriber's domestic establishment.

1. Special Residence Designations are listings of clergymen, physicians surgeons, dentists, veterinary surgeons, professors, government officials, etc., may, for the purposes of Identification, include abbreviated designations of titles. Also the title "Mrs.," "Ms.," or "Miss" is permitted.

EFFECTIVE: May 12, 2015

3rd Revised Sheet 3
Cancels 2nd Revised Sheet 3

6. DIRECTORY LISTINGS

6.4 Private Telephone Numbers

Some subscribers request their telephone numbers be omitted from the directory and the Company's information records. Such requests, when presented in writing, may be fulfilled through the assignment of a private telephone number subject to the rates and regulations outlined below:

1. Incoming calls to private telephone numbers will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a private telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
2. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a private or semi-private telephone number in the directory or disclosing said number to any person shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such private telephone number. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a private or semi-private telephone number or the disclosing of said number to any person.
3. In exchanges where 911 Service is provided a calling party forfeits the privacy afforded by non-published service to the extent that the telephone number and the address (and name of business accounts only) associated with the originating station location are furnished to the PSAP at the time the call is originated. 911 Service information consisting of the name, address and telephone numbers of telephone subscribers whose listings are not published in directories or listed in directory assistance offices is confidential and the 911 customer agrees to this such information only for the purpose of responding to emergency 911 Service calls.

a. Rate Applications

A monthly rate of **\$6.00** applies for each private telephone number except when provided for the following services:

- (1) Special Reversed Charge Toll Service.
- (2) Foreign Exchange Service where the subscriber is also furnished Local Exchange Service.
- (3) Additional service furnished to the same subscriber who has service listed in the telephone directory at the same address.
- (4) Additional service furnished to the same subscriber who has service listed in the telephone directory at a different address, provided:
 - (a) The listed service is in the same local exchange, and
 - (b) Arrangements have been made that calls to the listed number will be answered at all times.
- (5) To a subscriber living in a hotel, hospital, retirement complex, apartment house, boarding house or club, if the subscriber is listed under the telephone number of the PBX or Centrex service furnished to such establishments.
- (6) Service which is installed for a temporary period.
- (7) To inward Wide Area Telecommunications Service..

EFFECTIVE: May 12, 2015

3rd Revised Sheet 4
Cancels 2nd Revised Sheet 4

6. DIRECTORY LISTINGS

6.5 Semi-Private Telephone Numbers

Semi-private telephone numbers are not listed in the Company's alphabetical directory, but are maintained on informational records and will be furnished upon the request of the calling party. The acceptance by the Company of the subscriber's request to furnish a semi-private telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a semi-private telephone in the directory shall attach to the Company. Where such numbers are published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such semi-private telephone number. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a semi-private telephone number.

1. Rate Application

A monthly rate of **\$6.00** applies for each semi-private telephone number with the exception of those services previously listed under 6.4.3 preceding.

6.6 Additional Listing Charges

1. Additional name listings in excess of those permitted without extra charge, are furnished at \$1.50 per month. Additional line matter and directional calling information, where permitted, is furnished at \$1.50 per line per month.
2. The subscriber to the service assumes responsibility for all charges of additional listings associated with his service. Additional (paid) directory listings are accepted for a minimum chargeable period of the life of the directory issue in which the listing first appears, not to exceed one year from the effective date of the listing. In case the additional listing does not appear in the directory, the minimum chargeable period is for one month. Listing charges date from the day the information records are posted. Information records are posted at the time the application for the listing is made, or at any time up to and including the closing date of the directory, as desired by the customer.
3. Listing charges are automatically discontinued upon termination of the main service with which associated and additional listing charges may be discontinued upon request after the expiration of the minimum chargeable period. Charges for additional listings of those other than the subscriber may be discontinued upon request of the subscriber in case the listed party becomes a subscriber to exchange service similar in classification to that under which such party already is listed, i.e., business or residence, or in case of the death of the listed party, or if such party moves from the premises at which the exchange service listed is furnished.

6.7 Miscellaneous Listings

1. Reference Listings may be furnished to subscribers who change their names, absorb other businesses or subdivide their business and have authority to continue the use of the old name, and in other cases when in the judgment of the Company they are considered necessary and are not intended for advertising purposes. Such listings are furnished at the regular rate for additional listings. Following is an example of such a listing:

Long Lumber Co ----- See South Lumber Co.

2. Foreign Listings are listings in the alphabetical section of the directory of an exchange other than the local exchange which may be furnished to anyone listed at the regular rate for additional listings. An example of a chargeable foreign listing is as follows:

Allisen J.F. Atty McMinnville, Tenn.
(Long Distance) ----- 786-1121

EFFECTIVE: April 1, 2012

1st Revised Sheet 5
Cancels Original Sheet 5

6. DIRECTORY LISTINGS

6.7 Miscellaneous Listings (Continued)

3. Indented Listings are employed where a subscriber has more than one listing for service under the same name at one or more locations. An example of an indented listing is as follows:

Jones A.B. Atty	-----	523-4879
Res	-----	875-1345
	Or	
Jones A.B. Contrs	-----	523-4141
Branch	-----	525-3882
Garage	-----	525-3970

4. Caption listings may be indented under a caption or sub-caption at no additional charge for the caption arrangement when in the judgment of the Company the captions will facilitate the use of the service. Listings indented under captions may include names of departments, branches of the business, titles of officials or individual names. An example of a caption listing is as follows:

Standard Oil Co.		
Main ofc.	-----	523-5011
City Mgr.	-----	876-2651
Jones, J.O.	-----	822-9504
Service Stations		
Bankhd Av.	-----	872-9233
Pchtree.	-----	874-5124

- a. Restrictions which apply to the listing of individual names are as follows:
- (1) Telephone number must be different from the main service and is to be shown.
 - (2) Individual names will only appear under caption arrangements which show the appropriate main service, joint user service, or PBX system number.
 - (3) Individual names will not be listed with associated titles.
- b. Listings that are variations of the same general line of business or which in the judgment of the Company appear to advertise or catalogue the extent of the subscriber's business or bring about group advertising are not permitted in listings to be indented under captions.
5. Additional listings for names spelled more than one way are for those subscribers whose names may be spelled different from the way such names are commonly pronounced. These subscribers may arrange for additional listings of their names alternately spelled, at the regular additional listing rate. An example is as follows:
- | | | |
|--------------------------|-------|----------|
| Smithe, A.B. | ----- | 872-2377 |
| and listed under "Smith" | | |
| Smith, A.B. | ----- | 872-2377 |

Listings of alternate spelling are not allowed when in the judgment of the Company they are desired for the purpose of securing a preferential position in the directory or for advertising purposes.

6. Subscribers may obtain Alternate (Directive) Listings which refer calling parties to certain other telephone numbers. Alternate listings are of two general types as described below:

a. Nights, Sundays, and Holidays

- (1) This type of alternate listing refers calling parties to an alternate telephone number to be used after business hours and on Sundays and Holidays. The monthly rate for such listings is **\$1.50** per month for each line of the "Note", and for each listing included under the "Note".

EFFECTIVE: April 1, 2012

1st Revised Sheet 6
Cancels Original Sheet 6

6. DIRECTORY LISTINGS

6.7 Miscellaneous Listings (Continued)

6. (Continued)

a. Nights, Sundays, and Holidays (Continued)

- (2) Names of individuals are not permitted in listings of this type; however, telephone numbers may be shown for those entitled to use the service, in connection with which the alternate listing is to be provided, and who are agreeable to the use of their numbers in such alternate listing. Listings of this type may indicate the telephone numbers of members of the immediate family of the subscriber desiring the alternate listing. An example is as follows:

Doe Mfg. Co. furn ----- 378-5216

Note: From 5 pm to 8 am on weekdays, from 5 pm Saturdays until 8 am. Mondays and Holidays call as follows:

City Sale ----- 389-8719
Manager ----- 237-8077

b. If no answer dial

Alternate listings which refer calling parties to other telephone numbers in case no answer is received at the preceding listed telephone may indicate the telephone numbers of subscribers who are agreeable to the use of their numbers in such listings. This type of alternate listing is charged for at a rate of **\$1.80** per month and appears in the directory as follows:

Philips, John E Atty ----- 389-8719
If no answer dial ----- 237-4211

7. Temporary Listings

- a. Residence subscribers who lease their premises for periods of less than one year and who request the Company to render service to their tenants without a change in billing may arrange for the listing of such tenants on "Directory Assistance" records only.
- b. A charge for an additional listing applies with a minimum charge for any listing period of \$1.65. All charges including such additional listing charges will continue to be rendered in the name of the subscriber, who shall continue to remain responsible for all such charges.

8. Optional Calling Plan Listings

A subscriber to a two-way measured extended community calling type or optional calling plan may subscribe to a foreign exchange listing, as covered in 6.7.2 preceding, and is permitted, if he chooses, to add additional line matter, two lines at rates specified in 6.6.1 preceding, to indicate "no charge for calls dialed direct to this number".

Where such additional line matter first appears in a printed directory, the initial contract period for both the optional calling plan and the listing charges associated with it shall be the life of that directory and each subsequent directory in which it appears. However, following the term of the initial directory, the subscriber may discontinue the optional calling plan and associated listings, whereupon his number will be charged and persons dialing his old number will receive a disconnect report.

6. DIRECTORY LISTINGS

6.7 Miscellaneous Listings (Continued)

9. Dual Name Listings

a. Primary Dual Name Listing

A dual name listing consists of a surname, two given names, the address of the premises at which service is rendered, and the telephone number. A dual name listing may be provided as the primary listing for a residence customer when either:

- (1) The two names listed are those of persons who share the same surname and live at the same address, or
- (2) The two names are those of one person known by both names. Examples of dual name listings are as follows:

Jones John & Mary 123 Main	-----	123-4567
Jones Robert & John 123 Main	-----	123-4567
Jones Mary (James Mrs.) 123 Main	-----	123-4567
Jones William (Tex) 123 Main	-----	123-4567

b. Additional Dual Name Listing

An additional listing may be provided in the same format, under the same conditions, as specified preceding for primary dual name listings. When a customer taking an additional dual name listing also has a primary dual name listing, then the names in the additional dual name listing will be in reverse order from those in the primary listing. Charges as specified in Section 6.6 apply for additional dual name listings. Examples of additional dual name listings with primary listings are as follows:

Jones John & Mary 123 Main	-----	123-4567
Jones Mary & John 123 Main	-----	123-4567
Jones Robert & John 123 Main	-----	123-4567
Jones John & Robert 123 Main	-----	123-4567
Jones Mary (James Mrs) 123 Main	-----	123-4567
Jones James Mrs (Mary) 123 Main	-----	123-4567
Jones William (Tex) 123 Main	-----	123-4567
Jones Tex (William) 123 Main	-----	123-4567
Jones John 123 Main	-----	123-4567
Jones Mary (John Mrs) 123 Main	-----	123-4567

EFFECTIVE: April 29, 2013

Second Revised Sheet 1
Cancels First Revised Sheet 1

7. COIN TELEPHONE SERVICE

7.1 Access Line Service for Customer-Provided Public Telephones

1. General

Access Line Service for customer-provided public telephones is an exchange line service provided at the request of a subscriber for telecommunications use by the general public. Beginning July 1, 1990, all COCOT owners will be required to register with the TRA, and receive an authorization number in accordance with TRA Rule 1220-4-2-.43 et seq. This authorization number must be listed on all COCOTs. Service will not be provided to a COCOT owner without an authorization letter from the Tennessee Regulatory Authority.

2. Rates and Charges

- a Access line service for customer-provided public telephone is provided on a usage rate basis where facilities are available, otherwise, the service will be provided at a flat rate of 1.5 times the flat rate for the rate group of each respective exchange.

- (1) Fixed Rate Service Monthly Charges Per Access Line (Where Measured Service is Not Available)

- | | <u>Monthly Rate</u> |
|---|---------------------|
| (a) Access Line, each | \$24.32 |
| (b) Optional Operator Screening is offered to prevent operator assisted calls from being billed to the line and provides central office blocking of 011+ calls direct distance dialed to numbers outside the North American Numbering Plan. This feature is offered subject to the availability of facilities | |

Monthly Rate - \$0.00 per access line

- (c) Coin Supervision/Transmission - COPT Optional Coin Supervision/Transmission provides dial tone first with inbound signaling capability from the central office for pay telephones that do not have signaling capability within the telephone. The signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exist.

Monthly Rate - \$1.55 per access line

- (2) Service charges are applied on the same basis as for individual line business service covered in this Guidebook.
- (3) At the request of the subscriber, Pushbutton Calling Service may be provided as covered in this Guidebook.
- (4) **The Maintenance of Service charge (a.k.a. Trouble Isolation Charge) is found in Section 4 of this Guidebook.**
- (5) Other rates and regulations in this Guidebook not discussed herein that pertain to Business Service apply.
- (6) Directory listings in connection with two-way public telephone access lines are furnished under the same rates and regulations as other business service. Listings are not available for outward coinless public telephone access lines.

Note: Fixed Rate Service will be converted to Usage Rate Service as it becomes available at no charge to the subscriber.

EFFECTIVE: April 29, 2013

First Revised Sheet 1

8. FOREIGN EXCHANGE SERVICES

8.1 Foreign Exchange Service

1. Regulations

- a. Foreign exchange service is exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.
- b. Foreign exchange service is offered in connection with flat rate individual line main station service and flat rate PBX service only.
- c. Foreign exchange service will not be installed where foreign metropolitan area service is offered in 8.2 except as provided in 8.1.2.a.(1) following.
- d. Other services, equipment or facilities used in connection with foreign exchange service, except as otherwise indicated in this Guidebook, are furnished subject to the rates and regulations applying in the foreign exchange from which the subscriber is served.
- e. Foreign exchange service is furnished subject to the same restrictions as to the use of the service by other than the subscriber and his representatives, as apply in connection with other classes of service.
- f. Subscribers to foreign exchange service are not required to subscribe to other service in the exchange from which they would normally be served except where the normal exchange has extended area service with the foreign exchange.
- g. When the foreign exchange from which service is requested has more than one exchange and/or central office in its local calling area, the Company shall determine from which of the exchanges and central offices service will be furnished.
- h. No credit is allowed for interruptions to service of less than thirty minutes on the interexchange channel. Interruptions of thirty minutes or over are credited to the customer at the proportionate monthly charge in half-hour multiples for each half-hour or major fraction thereof of interruption after notification of such interruption.

2. Rates

- a. The rate for foreign exchange service is the non-recurring and monthly rate for flat rate individual line main station service or PBX flat rate trunk line applicable **for the** serving foreign exchange, plus mileage charges as follows for each circuit:
 - (1) Where the applicant for foreign exchange service is so located that it would be more economical to the Company to provide the foreign exchange service direct from the foreign exchange to the applicant's location by the extension or utilization of existing plant:
 - (a) For the distance from the applicant's location to the central office in the foreign exchange from which service is to be furnished a mileage charge of \$4.70 per mile or fraction thereof, airline measurement, will apply.

Note: When two or more companies are involved in furnishing the service, such determination may be made only with the consent of the Company which operates the exchange from which the service will be furnished.

EFFECTIVE: April 29, 2013

First Revised Sheet 1

8. FOREIGN EXCHANGE SERVICES

8.1 Foreign Exchange Service (Continued)

2. Rates (Continued)

a. (Continued)

- (2) Where the applicant for foreign exchange service is so located that it is not economical for the Company to provide the foreign exchange service direct from the foreign exchange to the applicant's location by the extension or utilization of existing plant:
 - (a) For the distance between the rate center of the exchange from which the subscriber normally would be served and the rate center of the foreign exchange area from which service is to be furnished a mileage charge of \$4.70 per mile or fraction thereof, airline measurement, per month, will apply.
 - (b) Airline distance between rate centers is determined as provided for Long Distance Message Telecommunications Service by AT&T Tennessee General Exchange Guidebook which provides long distance service for subscribers of this Company.
- (3) Where service is furnished from a multi-office exchange and the subscriber requests that the service be furnished from a central office area other than as determined by the Company under the provisions in 8.1.1.g preceding, the required channel between the central office areas involved will be furnished at the rates specified for foreign central office mileage in the tariff **or price list** of the company furnishing the service.
- (4) The local service area of, and long distance rates to and from main stations or PBX systems connected for foreign exchange service are the same as regularly apply to stations located in the foreign exchange area.

CenturyTel of Adamsville, Inc.
d/b/a CenturyLink Adamsville

GUIDEBOOK

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9. N11 ABBREVIATED DIALING CODES

See TRA Tariff No. 1

EFFECTIVE: December 1, 2011

Original Sheet 1

10. PRIVATE BRANCH EXCHANGE SERVICE

10.1 General

1. Private Branch Exchange Service or Private Auxiliary Branch Exchange Service commonly known as PBX or PABX service, and hereinafter referred to as PBX service, provides an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance telephone network to other subscribers.
2. Flat rate PBX service is offered to both business and residence subscribers.
3. All maintenance at the subscriber's premises is performed at the expense of the subscriber and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.
4. Suitable building space and commercial power, including outlets, required for the operation of the PBX system shall be furnished by the subscriber.
5. Provided that separated exchange service is also installed, PBX stations may be located on premises of other than the subscriber. Such stations are to be used only for communication with such located on the premises of the subscriber.
6. For stations not located in the same building as the switchboard or dial switching equipment, extension line mileage charges shall apply as specified in Section 11 of this Guidebook.

10.2 Rate Application

1. PBX trunk charges are the charges specified in Section 3 of this Guidebook.
2. Additional charges for tie lines and extension line mileage, if appropriate, are stipulated in Section 11 following.

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Original Sheet 1

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.1 Extension Service

1. General

- a. Extension service will be provided in connection with all classes of main station service, excluding public telephone service, key, or push-button service, and key or push-button service associated with PBX service. Extension service is provided without dials or coin collectors in connection with semi-public telephone service for the exclusive use of the subscriber for answering purposes only and must be located in the same room or within view of the main station.
- b. Extension service must be located on the same premises of the subscriber on which the main station is located and is restricted to the use of the subscriber, his representatives and associates or to members of the subscriber's immediate family or domestic establishment; except that in the case of individual line subscriber's service, extensions may be located on other premises under the following conditions, provided facilities are available and technical equipment limitations in each specific case permit:
 - (1) Where two or more "premises" of the same subscriber are used in the conduct of one establishment or business; or
 - (2) Where the extension is located on other than the subscriber's premises for the purpose of answering calls at such time as the subscriber is not available at the main station, provided that separate exchange service is also provided on these other premises.
 - (3) Where the extension is located on the premises of a joint user.
- c. The provision of circuits required to connect main and extension service is subject to additional regulations and charges shown in Section 11.2 following.
- d. The number of extension instruments which may be permitted with any main station is limited to such number as, in the judgment of the Company, will not interfere with the efficient operation of the service.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.2 Extension Line Mileage

1. General

- a. The basic rates for extension service, key or push-button stations and PBX stations are for such stations which are located within the same building as the main station, PBX switchboard (for manual PBX systems) or the PBX dial switching equipment (for dial PBX systems). Where extension service, key or push-button, or PBX stations are provided at other locations and for other circuit extensions of similar character, such as for jacks, bells or gongs, extension line mileage charges are applicable as set fourth below, in addition to the basic rates.
- b. Mileage charges are computed from the point where the extension line leaves the building in which is located the main station or PBX system (the attendant's position for manual PBX systems or the dial switching equipment for dial PBX systems) to the building in which the extension service, PBX station or other service is located. For circuit extensions on the same premises to different buildings and for circuit extensions to different buildings on different premises, the mileage charge is made for each quarter-mile or fraction thereof, route measurement, as provided herein. Mileage charges are computed separately for each extension line.
- c. Where supporting structure is necessary for the purpose of furnishing extension lines on the subscriber's premises, such supporting structure is furnished by the subscriber.
- d. When it is known or realized that the life of all or a part of the outside circuit extensions will be shorter than the normal life of the plant or the cost of providing the plant is such as to render inadequate the mileage charges quoted herein, the plant required to furnish such service will be provided on the basis of one of the following plans at the option of the subscriber:
 - (1) An installation charge and a reasonable and proper monthly carrying charge in lieu of mileage. Under this plan, where a portion of the facilities must be replaced at a later date due to having served its useful life, installation charges apply to the replacing facilities as if such facilities were installed new and appropriate adjustments are made in the monthly carrying charges.
 - (2) A reasonable and proper monthly carrying charge in lieu of mileage with an initial service period of ten years.
- e. When the practical manner of providing necessary circuits to outside stations requiring two or more circuits per station, especially those associated with PBX Dial Key Station Systems or Push-button Telephone Service, is by means of placing cable or multi-pair drop wire specifically for this purpose, except where the conditions in d. preceding prevail, a monthly charge of 2.2 percent of the in-plant cost of providing the cable or drop wire will be applicable in lieu of mileage charges provided the charge so computed is not less than the mileage charge for one circuit per station or not more than the sum of the mileage charges for each circuit used. This rate treatment is not to include the costs for poles, anchors or guy wire which are to be provided in accordance with c. preceding.

EFFECTIVE: November 1, 2013

First Revised Sheet 3

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.2 Extension Line Mileage

2. Rates

Extension Line Mileage Charges

	<u>Monthly Rate</u>
a. Between different building on the same premises: ⁽¹⁾	
For each one-tenth mile or fraction thereof, route measurement	\$0.35
b. Between different premises, same building:	
For each one-tenth mile or fraction thereof, route measurement	0.35
c. Between buildings on different premises:	
(1) Within the same exchange, for each 1/4 mile or fraction thereof, route measurement	0.85
(2) In different exchanges, for extension stations and PBX stations, private line mileage charges apply	

(See Private Line Service Rates)

11.3 Tie Line Service

1. General

- a. Tie lines are circuits connecting PBX systems to provide standard transmission on a two-point basis as follows.
 - (1) Connection between a station on one system and a station on the other system in which the tie line terminates.
 - (2) Connection of a single tie line (at either end but not at both ends simultaneously) to a central office trunk for through communication between a station connected to the system in which the tie line terminates, and any other station to which the central office trunk has access via local or long distance facilities.
- b. Tie lines are not furnished to connect a flat rate system with a message rate system.
- c. The monthly charge for tie line service is the sum of the intraexchange or interexchange tie line charge plus the PBX tie line termination charges outlined in 11.3.2, 11.3.3 and 11.3.4 following.

⁽¹⁾ Effective November 1, 2013, new installations of on-premises extensions will be provided as a one-time charge based on time and materials charges. Existing units of record as of November 1, 2013 will continue to be provided and maintained by the Company at the rates and charges listed above.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.3 Tie Line Service (Continued)

2. Tie Line Charges

a. Intraexchange

- (1) For tie lines connecting systems contracted for by the same or different subscribers and located in the same exchange area, mileage charges apply as provided in 11.2.2 preceding for extension line mileage except that the minimum charge for each tie line is \$3.30 per month.
- (2) Mileage charges are computed on route measurements between the systems and separately for each tie line.

b. Interexchange

For tie lines connecting systems in different exchanges see Section 17.

3. PBX Tie Line Terminations

	<u>Monthly Rate</u>	<u>Basic Termination Charge</u>
a. Intraexchange Lines		
(1) Manual termination only, in manual system or attendant position of dial system, each termination.	\$3.05	--
(2) Station termination in dial system, each termination	PBX Station Rate Plus \$1.25	
(3) Trunk termination in dial equipment only, each termination	\$11.85#	\$90.00
(4) Trunk termination in dial equipment (includes termination in attendant position), each	\$14.85#	\$90.00
b. Interexchange Lines		
(1) Manual termination only, in manual system or attendant position of dial system		
(a) Where channel facilities are furnished by Company		
Two-way manual ringdown, single jack, terminating only	None	None
Two-way manual ringdown, double jack, through and terminating, each termination	Charges apply as provided for Private Line Switching Arrangements	

Includes selector, connector or equivalent switching equipment of similar capacity.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.3 Tie Line Service (Continued)

3. PBX Tie Line Termination (Continued)

b. Interexchange Lines (Continued)

		Monthly Rate	Basic Termination Charge
(1)	(Continued)		
(b)	Where field lines are terminated in Company manual system or attendant position of Dial System		
	Two-way manual ringdown, single jack, terminating only, each termination	\$7.85	--
	Two-way manual ringdown, double jack, through and terminating, each termination	\$12.10	--
	Receiving or sending equipment where required (as for Railroad Dispatching lines), each	\$0.70	--
(2)	Dial PBX Termination, including termination in dial equipment and attendant position, each line	\$15.40#	\$300.00

Includes selector, connector or equivalent switching equipment of similar capacity.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 Tone Calling Service

1. General

- a. Tone Calling Service provides for the origination of telephone calls through the use of push-buttons in lieu of a rotary dial. The service is available with certain combined non-key and Push-button types of instrumentalities. At a Push-button telephone location equipped for Tone Calling, all dial type lines pickup by such telephone shall be arranged for Tone Calling.
- b. The service is furnished for use with individual central office lines, certain branch exchanges and dial selective intercommunicating systems.
- c. Tone Calling Service, for individual line service, Dial and Manual PBX Systems, requires special central office equipment and will be provided only in those central office areas where a central office has been equipped for Tone Calling Service.

2. Application of Charges

- a. At the time Tone Calling Service is initially established, all of a subscriber's existing stations on a central office line or existing stations of a PBX System will be equipped for Tone Calling without change of instrument charges.
- b. Service Connection Charges as stated in Section 4, do not apply for the establishment of Tone Calling Service.

3. Rates

- a. The following installation and monthly charges are in addition to any applicable charges for main telephone service.

		<u>Monthly Rate</u>	
(1)	Individual, line access		
	Residence, per line	\$0.00	(R)
	Business, per line	\$0.00	(R)

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.5 Custom Calling Services (DCO)

	Monthly Rate ⁽¹⁾
1. <u>Call Forwarding</u> permits the customer to have calls to their number forwarded to another number when the customer plans to be away for an extended period of time or if the customer does not want to receive any calls.	\$3.50
2. <u>Call Forward No Answer</u> automatically transfers incoming calls to a predesignated telephone number when the primary line is not answered. The customer can override the transfer to the predesignated telephone number by activating Call Forwarding as described above.	\$2.00 ⁽²⁾
3. <u>Call Forward Busy</u> automatically transfers incoming calls to a predesignated telephone number when the primary number is busy. The customer can override the transfer to the predesignated telephone number by activating Call Forwarding as described above.	\$2.00 ⁽²⁾
4. <u>3-Way Calling</u> allows the customer to make a call while holding a previously established connection, thereby establishing a 3-way conference call.	\$3.50
5. <u>Call Waiting</u> enables the customer to recognize and answer an Incoming call received while busy with a previously established call.	\$3.50
6. <u>Speed Call</u> permits the customer to make local or toll calls to preselected numbers by dialing either 1 or 2 digits, depending on how many preselected numbers the customer is permitted to store.	\$3.50
a. Up to 8 numbers using speed dialing codes, 2 through 9.	\$1.65
b. Up to 30 numbers using speed dialing codes, 20 through 49.	\$3.30
7. <u>Direct Line</u> provides direct routing of a call to a predetermined Telephone number without dialing. In addition, the direct line delay feature allows normal telephone services. The line is programmed to automatically route a call to a predetermined number when the station is off-hook for a specified time period. When the time delay is complete the programmed number is processed. If a number is dialed during the timing period the programmed number is canceled and the dialed number is processed.	\$2.00

⁽¹⁾ A reduction of \$0.25 per feature, per month, applies when two or more custom calling features are provided on the same line. An open enrollment period will take place through June 5, 2002, after which this reduction will be grandfathered and not available to new customers.

⁽²⁾ A Service Ordering Charge will apply when a customer requests programming or changing the predesignated telephone number for Call Forward No Answer or Call Forward Busy. If the programming or change is done in connection with an additional customer request that requires a Service Ordering Charge only one Service Ordering Charge applies.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.5 Custom Calling Services (DCO) (Continued)

	Monthly Rate ⁽¹⁾
8. <u>Distinctive Ring</u> enables a customer to add up to three additional directory numbers to the same telephone line with each of the numbers on the line having a coded ringing arrangement, whom the call is for can be determined.	\$2.00/number
9. <u>Call Forward Remote Access</u> allows activation and deactivation of Call Forwarding from another telephone served by the same central office. The remote access feature charge is in addition to the charge for Call Forwarding.	\$1.00
10. <u>Hot Line</u> requires the user to place the telephone in an off hook condition. The line is then automatically routed to a predetermined local or long distance telephone number. The Hot Line telephone is a non-dial instrument which restricts it to this application only.	\$1.50
11. <u>Call Transfer</u> allows the customer to transfer calls to another number by entering a transfer access code followed by the transfer-to dialing number. All calls, originating or terminating, can be transferred.	\$6.50
12. <u>Cancel Call Waiting</u> permits the customer to cancel Call Waiting before or during one telephone call. Call Waiting will be restored when the customer hangs up. Cancel Call Waiting is included at no additional charge with Call Waiting.	\$0.00
13. <u>Home Intercom</u> allows a customer to communicate between telephone instruments connected to the same single-party access line. The customer dialing a Home Intercom code and the telephone number hears a busy signal. After hanging up, all telephones on the line ring. When any telephone on the line is picked up, the ringing stops, letting the customer know the call has been answered.	\$3.00
14. <u>Make Set Busy</u> allows customers to make their telephone lines appear busy to all incoming calls.	\$1.50

* A reduction of \$0.25 per feature, per month, applies when two or more custom calling features are provided on the same line.⁽¹⁾

⁽¹⁾ An open enrollment period will take place through June 5, 2002, after which this reduction will be grandfathered and not available to new customers.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.5 Custom Calling Services (DCO) (Continued)

	Monthly Rate ⁽¹⁾
15. <u>Wake Up Service</u> permits the customer to program a request for a wake up call at a preset time within the next 24 hours. Wake Up Service is activated or deactivated by dialing appropriate codes.	\$3.00
16. <u>Outbound Call Block Feature</u> blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). In addition, all pay-per-use features are blocked. All other Custom Calling Service features and Advanced Calling Services features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject to the availability of facilities and is only available to flat rate business and residence 1-Party Basic Local Exchange Service customers.	\$5.00
17. <u>Usage-Sensitive Features</u>	Per Use Rate ⁽²⁾⁽³⁾⁽⁴⁾
a. Call Forward Remote Access	\$1.00
Call Forwarding	\$1.00
a. 3-Way Calling	\$1.00

⁽¹⁾ A reduction of \$0.25 per feature, per month, applies when two or more custom calling features are provided on the same line. An open enrollment period will take place through June 5, 2002, after which this reduction will be grandfathered and not available to new customers.

⁽²⁾ Monthly Rate per access line does not apply. The per use charge is applied each time the Usage-Sensitive feature is activated by a subscriber. Usage-Sensitive 3-Way Calling requires completion and bridging of second call.

⁽³⁾ Multi feature discounts do not apply to Usage Sensitive Services.

⁽⁴⁾ Access to Per Use capability can be restricted at the customer's request at no charge.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.6 Direct-Inward Dialing (DID) Service

1. General

- a. DID service permits calls incoming to a PBX or other CPE from the network to reach a specific station line number without the assistance of an attendant. DID service is provided subject to the availability of facilities and may be furnished from the central office which regularly serves the area in which the customer is located or from a foreign central office equipped to provide DID service subject to the appropriate intra/interexchange rates.
- b. Rates are in addition to the rates shown elsewhere in this Guidebook and other Company Tariffs or Guidebooks for the services and equipment with which this offering is associated.
- c. The service includes central office switching equipment necessary for in-dialing from the network directly to station lines associated with customer premises switching equipment.
- d. The service must be provided on all trunks in a group arranged for inward service. Each trunk group shall be considered a separate service.
- e. Facilities and operational characteristics of interface signals between the Company provided connecting arrangements and the customer provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
- f. One primary directory listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in this Guidebook.
- g. The customer shall be responsible for providing interception of calls to vacant and non-working assigned DID numbers by means of attendant intercept or recorded announcement service.
- h. DID numbers are provided in blocks consisting of a minimum of 20 consecutive numbers which may be assigned to station lines or reserved for future use at rates specified herein. The Company does not guarantee to provide a number block consecutive to any other number block. The Company will be responsible for interception and administration of reserved numbers.
- i. The minimum commitment period for the service is three years. In case of discontinuance or reduction of service within the minimum commitment period, a basic termination charge as shown in the rates following, reduced by 1/36 for each full month of service provided, shall be applied.

2. Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Termination Charge</u>
a. Group of 20 Working or Reserved DID Numbers*, Each	\$480.00	\$3.40	
b. DID One-way Inward Trunk Termination in Central Office, each	\$50.00	\$26.00	\$950.00 (each trunk)
Less adjustment, pursuant to 67-6-222	--		
Billed Amount	\$26.00		

* The Nonrecurring Charge applies to the first group of DID numbers assigned to a customer per occasion. These rates and charges are applicable in addition to the rates and charges for the provision of PBX trunks and the associated equipment and services.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.7 Toll Restriction

1. Regulations

- a. Toll Restriction provides the means to deny access to the Long Distance Telecommunications Network as well as operator services. This service may be provided on an individual-line or PBX-trunk basis. It is available only where facilities permit.
- b. This service is subject to regulations as defined in this and other sections. It prevents a station from dialing the Long Distance Network for all purposes, including emergencies and Directory Assistance. The customer indemnifies and saves harmless the Telephone Company from any and all claims, losses or damages caused by this denial.

2. Rates

These rates are in addition to the established monthly and nonrecurring charges applicable to services or equipment associated with Toll Restriction.

	<u>Monthly Rate</u>
Residence, single-line	\$2.00
Business, Single-line	\$3.00
PBX trunk	\$3.75

11.8 900, 976, and International Blocking Service (Blocking)

1. Regulations

- a. Blocking Service enables customers to restrict 900, 976, and International outgoing calls from being placed over their exchange lines.
- b. 900, 976, and International Blocking is furnished only from central offices equipped to provide this service and where facilities permit.
- c. 900, 976, and International Blocking will be provided at no monthly charge to residence, business, Centrex, and DID subscribers.
- d. Installation charges shall not apply for the connection of 900, 976, and International Blocking Service to residence and business.
- e. The Telephone Company will notify its subscribers of the service offering as it becomes available in each exchange.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.10 Advanced Calling Services

1. General

- a. Advanced Calling Services are a group of capabilities that use industry-standard protocols to efficiently manage call flow. This is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving the called party. That telephone number is held in network memory giving the called party options including identifying the called number, answering the call, and calling back to the originator.
- b. Advanced Calling Services can be provided on a stand alone basis or as an enhancement to existing custom calling features to residential and business customers in central office switches having the generic capability to offer Advanced Calling Services.

2. Regulations and Conditions

- a. Advanced Calling Services Features are provided subject to the availability of facilities. These features will operate only on calls originating and terminating within an Advanced Calling Service office, or similarly equipped offices of interconnecting local telephone companies.
- b. Advanced Calling Service Features will be offered on a subscription basis only, except for Call Trace*57 which will be billed on a per-successful-activation basis, and Per-Call Blocking, which is provided to all customers free of charge.
- c. Advanced Calling Services will be available to single party and multi-line residence and business customers having rotary dial or Touch-Tone service.
- d. Advanced Calling Service information will not be sent for calls originating from equipment not suitably equipped for Advanced Calling Service features.
- e. To activate a feature, the subscriber must dial a company designated code (except Caller ID).
- f. Busy Redial*66 and Call Return*69 features cannot be activated for numbers with an 800 or 900 prefix, or PBX station lines not equipped with Direct Inward Dial Service.
- g. Caller ID is available for multi-line customers equipped with hunting arrangements and all lines in the hunt group must be provisioned with Caller ID.
- h. Caller ID is not available on operator handled calls.
- i. Call Trace*57 will be based on the standard annoyance call procedure, and its use will conform with existing regulations concerning how to deal with annoying and harassing calls. Call Trace*57 will not replace existing procedures. Customers will not be provided with the traced number. The results of a customer originated trace will only be released to the legally constituted authorities upon proper request by them.
- j. Advanced Calling Service features will not be available on party line service, toll terminals, trunks or some remote switching locations.
- k. A Service Order Charge, as listed elsewhere in this Guidebook, to add Advanced Calling Services to eligible Residence or Business network access lines is waived for a period of sixty (60) days after a central office is equipped to provide Advance Calling Services.
- l. The Company's liability arising out of the provision of any Advanced Calling Service feature, including, but not limited to the delivery or non-delivery of calling numbers is limited as stated in Section 2 of this Guidebook.
- m. No service or network element will be provided to telephone solicitors that would block, on a per line basis, the display of the solicitor's name and telephone number on the residential customers Caller ID Equipment.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.10 Advanced Calling Services (Continued)

3. Definitions

a. Busy Redial*66

- (1) When activated, this feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.
- (2) If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up and a queuing process begins. For the next thirty (30) minutes, both the calling and called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will be placed automatically.

b. Call Return*69

- (1) This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can then dial a code to request the network to place the call.
- (2) If the called line is not busy, the call is placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty (30) minutes, both the calling and the called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone, the call will be placed automatically.

c. Caller ID

(1) Caller ID Number Only

- (a) This feature enables the customer to receive the calling directory number on incoming calls. The calling number will be delivered to the called party's Customer Premises Equipment (CPE).
- (b) When Caller ID Number Only is activated on a customer's line, the Directory Number of an incoming call will be sent to the display of the CPE during the first long silent interval of the ringing.
- (c) If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display.
- (d) If the incoming call originates from a multi-line hunt group, the telephone number transmitted will always be the main number of the hunt group.
- (e) A directory number will not be displayed for operator assisted calls, out of area calls, calls marked private by the originator, or calls originating from coin and party line stations.
- (f) An originating caller's calling directory number may not be displayed at the called party under the following conditions:
 - 1) The calling party's number will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed. The called party of the second incoming call will receive a call waiting tone.
 - 2) The calling number will not be displayed if the called party answers the incoming call during the first ring interval.
 - 3) The calling party's number will not be displayed if the calling party has blocked his call or has a blocked line.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.10 Advanced Calling Services (Continued)

3. Definitions (Continued)

c. Caller ID (Continued)

(2) Caller ID

- (a) This feature enables the customer to receive the calling party name and number on incoming calls. The calling party name and number will be delivered to the called party's Customer Premises Equipment (CPE).
- (b) When Caller ID is activated on a customer's line, the directory name and number of an incoming call will be sent to the display of the CPE during the first long silent interval of the ringing.
- (c) If the incoming call is from a caller served by a PBX, only the main name and number of the PBX is transmitted and available for display.
- (d) If the incoming call originates from a multi-line hunt group, the telephone name and number transmitted will always be the main name and number of the hunt group.
- (e) A directory name and number will not be displayed for operator assisted calls, calls marked private by the originator, or calls originating from coin and party line stations.
- (f) An originating caller's calling directory name and number may not be displayed at the called party under the following conditions:
 - 1) The calling party's name and number will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed. The called party of the second incoming call will receive a call waiting tone.
 - 2) The calling party's name and number will not be displayed if the called party answers the incoming call during the first ring interval.
 - 3) The calling party's name and number will not be displayed if the calling party has blocked his call or has a blocked line.
- (g) Caller ID will be offered only in conjunction with Caller ID Number Only.

d. Call Trace*57

- (1) This feature enables the customer to initiate an automatic trace of the last call received.
- (2) Upon activation by the customer, the network automatically sends a message to CenturyTel of Adamsville, Inc. (never the customer) indicating the calling and called numbers, the time the call was received, and the time the trace was activated. The customer using this feature is required to contact the local telephone company business office for further action. Under no circumstances will the customer be given the traced number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.10 Advanced Calling Services (Continued)

3. Definitions (Continued)

d. (Continued)

- (3) This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group. A traced call from a multi-line hunt group will result in the main billing number being recorded, rather than the directory number of the individual group member.
- (4) If the customer receives another call after hanging up from the annoying call, prior to activating the trace, Call Trace*57 will not record the correct number.
- (5) Call Trace*57 provides the directory number of the last incoming call. If the malicious call is interrupted by a waited call prior to trace activation, the waited call directory number is considered the last incoming call and is traced.
- (6) One-Time Forgiveness of Charges
 - (a) The Company shall offer a one-time forgiveness of charges associated with Call Trace*57 in the event the service is activated either unintentionally or inadvertently by someone in the household or by someone in the household without the authority to activate such a charge.
 - (b) The one-time forgiveness of charges will not apply if the customer activating the service elects to contact police authorities concerning call/calls.

e. Per-Call Blocking

- (1) This feature enables customers to prevent delivery of their name and telephone number on a per-call basis by activating the appropriate code prior to placing a call.
- (2) Free Per-Call Blocking will be available, where technically feasible, to customers who are served from appropriately equipped central offices.
- (3) Per-Call Blocking is not available with Public Telephone Service, Customer Provided Telephone Service, or WATS and PBX service without direct trunk access.

f. Anonymous Call Reject*77

This feature permits the customer with or without Caller ID to automatically reject calls from "anonymous" callers who have blocked their name or telephone number through per-call blocking or per-line blocking. When the customer activates this feature, the rejected call is routed to a rejection announcement and disconnected. The customer does not hear a ring for rejected calls. The customer must provide and connect their own compatible premise equipment (CPE) in order to reject calls.

g. Call Pickup

This feature enables a customer with multi-line business or residential services to answer the other line by dialing a Call Pickup access code and taking the call from a more convenient location.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.10 Advanced Calling Services (Continued)

3. Definitions (Continued)

h. Call Waiting Disposition (DSCWID)

Call Waiting Disposition, also called Deluxe Spontaneous Call Waiting Identification (DSCWID), when added to an access line that also has Call Waiting and Caller ID, provides the customer with disposition options for incoming calls:

- (1) if the line is available, the call rings through as usual;
- (2) if the customer's telephone is on-hook, the incoming caller's name and/or directory number display(s);
- (3) if the customer is on a call, a second incoming call will not display name and/or directory number; the calling party hears an audible ring and the called party hears a call waiting tone signal.

Also, the calling party's name and number will not display if:

- (1) the calling party answers the telephone during the first ring;
- (2) the calling party has blocked the call or has a blocked line.

The charge for Call Waiting Disposition is in addition to charges for Call Waiting and Caller ID.

i. Call Waiting ID (SCWID)

Call Waiting ID, also called Spontaneous Call Waiting Identification (SCWID), when added to an access line that also has Call Waiting and Caller ID, allows the customer to view the name and/or directory number of a waiting call. The display appears between the first and second tones alerting the customer that another call is coming in. The charge for Call Waiting ID is in addition to charges for Call Waiting and Caller ID.

j. VIP Alert

Allows a customer to program up to thirty-one (31) directory numbers with a distinctive tone or ring to alert the customer of an incoming call from those numbers. The customer can modify the list by activating or deactivating numbers. VIP Alert functions if the telephone receiver is on-hook or off.

k. Long Distance Alert

Provides a distinctive ring if the receiver is on-hook to identify that the incoming call is long distance. Long Distance Alert delivers a distinctive tone if the receiver is off-hook and the customer also subscribes to Call Waiting.

l. Selective Call Accept*64

Permits the customer to screen incoming calls by creating a list of up to twelve (12) directory numbers from which the customer will accept calls. Calls from all directory numbers not on the list route to a rejection announcement. Selective Call Accept*64 is activated or deactivated by dialing appropriate codes.

m. Selective Call Forward*63

Permits the customer to call forward up to twelve (12) directory numbers to another telephone number. Only calls from the numbers on the Selective Call Forwarding list will forward. Selective Call Forward*63 is activated or deactivated by dialing appropriate codes. If the customer forwards to a long distance number, applicable toll charges apply for each completed call.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.10 Advanced Calling Services (Continued)

3. Definitions (Continued)

n. Selective Call Rejection*60

Permits the customer to select a list of up to twelve (12) directory numbers from which calls are to be rejected. Calls from all directory numbers on the list route to a rejection announcement. Selective Call Rejection*60 is activated or deactivated by dialing appropriate codes. Standard call completion will occur if a call originates from a central office that is not equipped for such features.

o. Subscriber Activated Blocking/PIN

Permits the customer to block certain types of calls. When activated, all calls made from that line are screened. If a call is made to a restricted number, the caller is routed to a recorded message. The customer may enter a Personal Identification Number (PIN) to override blocked status to continue the call. Subscriber Activated Blocking/PIN is activated or deactivated by dialing appropriate codes.

p. Privacy Protector

Privacy Protector works to intercept unidentified callers. Calls that can be identified by Caller ID are connected as normal calls. Calls that cannot be identified are intercepted and routed to an announcement which states that the called number does not accept calls from telemarketers. Callers pressing 1 will have the call completed to the called number. The Privacy Protector feature can be activated and deactivated by the subscriber. This feature requires that the subscriber must be also subscribed to Caller ID.

4. Rates and Charges

- a. The rates and charges following are for Advanced Calling Services only and are in addition to the applicable Service Connection charges, monthly rates, and non-recurring charges for access lines and other services or equipment with which they are associated.
- b. Local or Message Toll Service calls established by using Busy Redial*66 and Call Return*69 will be charged at the current rates.
- c. A Service Order Charge is applicable when adding Advanced Calling Services as stated in Section 4 of this Guidebook.

<u>Advanced Calling Services</u>	<u>Rates Per Month</u>	<u>Rates Per Month</u>
	<u>Residence</u>	<u>Business</u>
Anonymous Call Reject*77	\$1.50	\$1.50
Busy Redial*66	\$2.50	\$3.50
Call Pickup	\$3.50	\$3.50
Call Return*69	\$2.50	\$3.50
Call Trace*57 (per activation)	\$6.50	\$6.50
	(\$26.00 monthly cap)	(\$26.00 monthly cap)
Call Waiting Disposition (DSCWID)	\$3.00	\$3.00
Call Waiting ID (SCWID)	\$1.00	\$1.00
Caller ID	\$7.00	\$8.00
Caller ID Number Only ⁽¹⁾	\$4.50	\$5.50
Long Distance Alert	\$3.00	\$3.00
Selective Call Accept*64	\$3.00	\$3.00
Selective Call Forward*63	\$3.00	\$3.00
Selective Call Rejection*60	\$3.00	\$3.00
Subscriber Activated Blocking/PIN	\$2.50	\$2.50
VIP Alert	\$3.00	\$3.00
Privacy Protector	\$2.95	\$3.95

⁽¹⁾ Grandfathered service as of December 8, 2003.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.10 Advanced Calling Services (Continued)

5. Multiple Feature Discounts ⁽¹⁾

- a. Residence customers will receive a multiple feature discount when subscribing to two or more features. ⁽²⁾

Monthly Discount

Two features	\$0.75
Three or more features	\$1.25

6. Usage Sensitive Features ⁽³⁾

Per Use Rate ^{(4) (5)}

Busy Redial*66	\$1.00
Call Return*69	\$1.00

⁽¹⁾ An open enrollment will take place through June 5, 2002, after which this reduction will be grandfathered and not available to new customers.

⁽²⁾ Multiple Feature Discounts do not apply to usage sensitive services.

⁽³⁾ Access to the Per Use capability can be restricted at the customer's request at no charge.

⁽⁴⁾ Monthly Rate per access line does not apply. The per use charge is applied each time the Usage-Sensitive feature is activated by a subscriber. Usage-Sensitive 3-Way Calling requires completion and bridging of second call.

⁽⁵⁾ Multi feature discounts do not apply to Usage Sensitive Services.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Switched Data Service

1. General

- a. Switched Data Service is a usage-sensitive, digital, central office switched service designed to provide access connectivity for data transport to users who do not require full time point-to-point dedicated services. This service provides for a connection capable of up to 64 Kbps digital transmission between the subscriber location and a suitably equipped end office via two wire subscriber loops. Switched Data Service provides a synchronous data access at speeds from 300 bps through 19.2 Kbps and synchronous data access at speeds from 1200 bps through 64 Kbps. The availability of all data transmission speeds up to 64 Kbps depends on the technical limitations of the network and serving central office.
- b. This service permits direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received through direct dialing into the Switched Data Service access lines.
- c. This service is not provided for the transmission of voice communications. Use of the service is limited to the transmission of data through digital signals.

2. Regulations

- a. Switched Data Service is provided subject to the availability of properly equipped facilities and central office.
- b. The Company is under no obligation to provide Switched Data Service access at a distance from the central office that exceeds the technical limitations of the service.
- c. The Company shall not be responsible if changes in any of its equipment, operations or procedures utilized in the provision of Switched Data Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. In such instance and when known in advance, the Company will notify customers of such changes.
- d. Switched Data Service is not available for resale of service.
- e. Switched Data Service is offered on a tone signaling basis only.
- f. Vacation Service is not available for Switched Data Service.
- g. The minimum billing period for Switched Data Service is one month.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 Switched Data Service

2. Regulations (Continued)

- h. Charges for Switched Data Service do not include equipment or other facilities which may be required at the customer premise and which must be compatible with company facilities.

3. Rates and Charges

a. Service Connection Charges

In addition to the Line Connection Charge found below, a Service Order Charge as specified in Section 4 of this Guidebook applies.

Line Connection Charge	\$40.00
------------------------	---------

b. Monthly Rates

Switched Data Line	\$45.00
Less adjustment, pursuant to 67-6-222	
Billed Amount	\$45.00

Local Usage per minute	\$0.024
---------------------------	---------

- c. Toll calls placed by the Switched Data Service line will be billed the appropriate message telecommunications service charges.

- d. Where Advanced Digital Service is not available, discounts will apply to schools (grades K-12 and vocational) such that Switched Data Service will be provided at the following rates:

Line Connection Charge	Not applicable
Switched Data Line, per month	\$30.00
Local Usage per minute	Not applicable

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.12 Competitive Response Programs

1. Satisfaction Guarantee Program

Customers subscribing to Business Flat Rate Service One-Party, Key/Data Trunk, Centrex/PBX Trunks are eligible for this program. Customers must notify the Company within thirty days after installation of a qualifying service(s), that they are not satisfied and subsequently request disconnection of that service(s). The customer must submit a cancellation notice to the Company via a web-based on-line form within thirty days of the service installation and at least five days before the Company receives a disconnection request from the customer or the customer's new service provider. (The Company will not reimburse the customer for any installation charges passed on by the new service provider.) This offer is not available to customers who cancel service and replace the service with another service provided by the Company, or to customers who required special construction for their installation. This program only applies to services provided under the Guidebook.

When customers respond to this offer, they are eligible to receive a full credit of all nonrecurring charges directly associated with the establishment of the qualifying service(s) and the monthly charges billed for the service(s) through the date of disconnection. Each customer is entitled to a one-time credit per service. Customers will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection. Reimbursement will be issued in the form of a bill credit or check.

The benefits awarded under this program may not be combined with the benefits of any other currently available program or promotion.

2. \$5/\$10 Offers

Existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this program. The benefits awarded under this program may not be combined with the benefits of other currently available programs or promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 Dedicated Digital Data Service

1. General

- a. Dedicated Digital Data Service provides a transmission path to connect customer designated premises directly through a Telephone Company's serving wire center.
- b. A Digital Data Channel is a channel for duplex four-wire transmission of synchronous serial data at the rate of 2.4, 4.8, 9.6, 19.2, 56.0 or 64.0 Kbps. The actual bit rate is a function of the channel interface selected by the customer. The channel provides asynchronous service with time provided by the Telephone Company through the Telephone Company's facilities to the customer in the received bit stream.

2. Regulations

- a. In addition to the following, appropriate regulations established in other tariffs and/or Guidebooks of the Company will apply to Dedicated Digital Data Service.
- b. The minimum billing for Dedicated Digital Data Service is one month.
- c. The provision of Dedicated Digital Data Service and any associated features are subject to the availability of central office and outside plant facilities.
- d. As a result of any interface or technical change required of the Company due to FCC rules, the Company shall not be liable if changes in any of the equipment, operations or procedures of the Company utilized in the provision of Dedicated Digital Services, render any customer premises equipment provided by a customer obsolete or require modification or alternation of such equipment or systems or otherwise affect its use or performance.
- e. The company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Dedicated Digital Data Service.

3. Rates and Charges

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
a. Channel Termination* per termination Less adjustment pursuant to 67-6-222 Billed Amount:		\$62.70 \$62.70
b. Channel Mileage Facility* per airline mile		
(1) 2.4, 4.8, 9.6, 19.2 Kbps		\$2.42
(2) 56 Kbps, 64 Kbps		\$4.83
c. Installation, per circuit	\$221.00	
d. Bridging		\$7.85

* Additional Channel Termination charges, Channel Mileage charges and Installation charges will apply whenever a spare channel is configured as a channel to the customer designated premises.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 High Capacity Service

1. General

High Capacity Service consists of Two-Point digital channels and equipment which provides for simultaneous two-way isochronous transmission at a speed of 1.544 Megabits per second (Mbps). High Capacity Service may be used to connect:

- a. two customer premises
- b. a customer premises and the central office

2. Regulations

- a. The regulations specified herein are in addition to the applicable regulations specified in this and other tariffs and/or Guidebooks of this Company.

- b. Termination Charges

- (1) When service is terminated by the customer, or by the Telephone Company for any reason for which it may terminate such service under the provisions of this Guidebook, prior to the expiration of the initial contract period, the following termination charges apply in addition to all charges due for the service which has been furnished.

- (a) Contract Period of One Month

- In the case of services for which the initial contract period is one month, the termination charges will be charges due for the unexplored portion of a twelve month period.

- (b) Availability of Service

- 1) High Capacity Service can only be provided from central offices equipped for appropriate digital transmission.
 - 2) High Capacity Service is available on channels confined to the same building or continuous property on a cost incurred basis.

- (c) Provision of Service

- 1) High Capacity Service is available only on a two-point basis.
 - 2) Performance criteria
 - a) High Capacity Service is designed to provide an average performance of at least 95% error-free seconds of transmission measured over a continuous 24 hour period.

- (d) Customer Signal Parameters

- All signals generated by customer terminal equipment must meet the signal and format constraints described in Bell System Technical Reference Publication 43801 dated November, 1982, Bell Systems Technical Reference Publication 41451 dated January, 1983 and in Bell System Technical Reference Publication 62411 dated September, 1983.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.14 High Capacity Service (Continued)

3. Service Functions

a. Channelization

- (1) Channelization equipment will be provided by the Telephone Company at the central office. If the customer wants the Channelization equipment located on their premises, the equipment must be provided by the customer.
- (2) The Telephone Company will provide channelization equipment at the central office when the customer desires two-point premise to central office or central office to central office services.
- (3) Telephone Company provided central office channelization equipment provides service for up to 24 voice grade channels.

b. Channel Plug-Ins

One channel plug-in is required for each channel termination in the channelization equipment.

4. Rates and Charges (Continued)

The following rates and charges apply for High Capacity Services in addition to the rates and charges for any associated service(s).

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Channel Termination, Per Termination	\$176.25	\$232.00
Less adjustment, pursuant to 67-6-222	---	
Billed Amount	176.25	
b. Channel Mileage		
(1) Channel Mileage Facility per mile	19.46	
c. Optional Multiplexing Per Arrangement		
(1) DS1 to Voice	183.12	
(2) DS1 to DSO	183.12	
(3) DSO to Subrates:		
(a) Up to 20 2.4kbps Services	398.30	
(b) Up to 10 4.8kbps Services	287.90	
(c) Up to 5 9 6kbps Services	251.15	

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.15 Digital Trunk Service (DTS)[DS1 behind PBX]

1. Service Description

- a. Digital Trunk Service, referred to as "DTS", provides a cost effective method of delivering voice grade service from the serving Central Office to a customer's premises.
- b. DTS is provided with 1.544 Mbps and the 24 channels may be used for the transport of trunks for termination on customer provided equipment.
- c. DTS supports Direct Inward Dialing (DID) Service and Local Exchange Business Trunks. Tone Calling is a required feature of DTS.

2. Regulations

- a. DTS is offered from Central Offices where the Company has arranged facilities for such service. DTS is an arrangement that allows for the direct termination of digital trunks from a digital Central Office to customer-provided equipment. This arrangement supports trunk side features.
- b. Additional charges for Central Office services and features, including, but not limited to Direct Inward Dialing (DID) Service, are applicable when appropriate and can be found elsewhere in this Guidebook.
- c. All signals generated by customer-provided equipment must comply with the signal and format constraints contained within the Technical Reference specifications as used by the Company.
- d. Availability and functionality of DTS may vary by serving Central Office and switch type.
- e. Clear Channel Capability is an optional feature of DTS, allowing the customer to transport 1.536 Mbps on a 1.544 Mbps line with no constraint on quantity or bit sequence.

3. Rates and Charges

- a. The rates and charges for the services provisioned on the DTS channels are specified below.

Monthly Rate

DTS Trunk	\$644.80
Less adjustment, pursuant to 67-6-222	0.00
Billed Amount:	\$644.80

11.16 Called Line Identification

1. General

- a. Request for Called Line Identification must be made through the proper law enforcement agency. Upon authorization from the law enforcement agency the Company will attempt to provide the source of the malicious call.
- b. The Company does not guarantee the tracing of any call.
- c. The Company will report its findings only to a proper law enforcement agency.

2. Company Procedures

Calls will be traced during normal telephone company business office hours upon availability of central office technicians.

Called Line Identification will be provided for a maximum of thirty (30) days, per request.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.17 Schools, Libraries, and Health Care Programs

1. Schools and Libraries Discount Program

a. General

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this Guidebook and the AT&T Corp. Private Line Services Service Guide or price list, at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order No. 97-157, issued May 8, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.500 et. seq., and any amendments made thereto.

The Schools and Libraries Discount Matrix, located in e. of this Guidebook, indicates the discounts will be between 20% and 90% of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and will be determined by the percentage of its students eligible for participation in the national school lunch program and a library's level of economic disadvantage and will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in b. of this Guidebook. Discounts are available only to the extent that they are funded by the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

b. Regulations

(1) Obligation of eligible schools and libraries

(a) Requests for service

- 1) Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
- 2) Schools, libraries and consortia shall submit requests for services to the Schools and Libraries Corporation as designated by the FCC and follow established procedures.
- 3) Services requested will be used for educational purposes.
- 4) Services will not be sold, resold or transferred in consideration for money or any other thing of value.

(2) Obligations of the Company

- (a) The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this Guidebook. In accordance with this Guidebook, those services which are excluded from the discount program, are listed in d. of this Guidebook.
- (b) The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.17 Schools, Libraries, and Health Care Programs (Continued)

1. Schools and Libraries Discount Program (continued)
 - b. Regulations (Continued)
 - (2) Obligations of the Company (Continued)
 - (c) In competitive bidding situations, the Company may offer flexible pricing or rates other than in this Guidebook.
 - c. Discounted Rates for Schools and Libraries
 - (1) Discounts for eligible schools, libraries and consortia shall be set at a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
 - (2) The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.
 - (3) The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.
 - (4) The discount matrix for eligible schools, libraries and consortia are listed in e. of this Guidebook.
 - d. Services Ineligible for Schools and Libraries Discount
 - (1) Voice Mail Services
 - e. Schools and Libraries Discount Matrix

SCHOOLS & LIBRARIES DISCOUNT MATRIX		DISCOUNT LEVEL	
HOW DISADVANTAGED? % of students eligible for national school lunch program		Urban Discount	Rural Discount
<1		20	25
1 - 19		40	50
20 - 34		50	60
35 - 49		60	70
50 - 74		80	80
75 - 100		90	90

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.17 Schools, Libraries, And Health Care Programs (Continued)

2. Health Care Providers Support Program

a. General

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers, located in rural areas reduced rates for Company intrastate services available in this Guidebook. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order No. 97-157, issued May 8, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.601 et. seq., and any amendments made thereto.

b. Regulations

- (1) To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.
- (2) Reduced rates are available only to the extent that they are funded by the Federal Universal Service Fund.
- (3) Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal services support shall apply only to the portion of eligible services used by an eligible health care provider.
- (4) Responsibility of eligible health care providers:
 - (a) Rural health care providers and consortia shall participate in a competitive bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.
 - (b) Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.
 - (c) Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.
 - (d) A health care provider that cannot obtain toll-free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.
 - (e) Services cannot be sold; resold or transferred in consideration for money or any other thing of value.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.17 Schools, Libraries, And Health Care Programs (Continued)

2 Health Care Providers Support Program (Continued)

b. Regulations (Continued)

(5) Responsibility of the Company:

- (a) The Company shall offer the rates and charges as specified in paragraph C of this Guidebook, to eligible health care providers to the extent that facilities and services are available and offered in the tariffs and/or Guidebooks specified in paragraph A preceding.
- (b) The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.
- (c) In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate).

3. Rates and Charges

The following price adjustments will be available to eligible rural health care providers, except subparagraph 3, which shall be available to all eligible health care providers, regardless of location:

- a. A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest tariffed or publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in Tennessee with a population of at least 50,000.
- b. An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in Tennessee with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.
- c. Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.18 Advanced Digital Service- Primary Rate Interface (PRI)

1. General Description

- a. Advanced Digital Service - PRI is a digital business service that provides access from a customer premises to Company's circuit switched voice and circuit switched data via a 1.544 Mbps central office termination and a 1.544 Mbps channel to the customer's premises. ISDN-PRI and other local services are offered on an end user basis only. Use of such services for transmitting interexchange traffic that does not either originate or terminate at the customer premises is prohibited.

The channel may be a DS1 local or other suitable facility. The rates and charges for the channel, and multiplexing where applicable, are in addition to those for the Advanced Digital Service - PRI termination.

- b. Advanced Digital Service - PRI is provided in base capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23 B+D). The "D" channel is used for out of band signaling and control of the "B" channels. Where technology permits, "D" channels can be shared by two Advanced Digital Service - PRI's for the same customer. "B" channels can be dedicated to either circuit switched data (CSD) or circuit switched voice (CSV) services, or they may alternate these service types by using the Call-by-Call feature as described in C. following.

- c. Advanced Digital Service PRI National ISDN Standard

PRI provides for the following ISDN Lines:

PRI Lines provide for features and capabilities that are standardized and available from Central Office switches so equipped. PRI lines utilize Customer-Provided Equipment (CPE) that is standard and as such is not dependent on the type of serving Central Office switch.

2. Definitions

- a. "B" Channel - (Bearer Channel) is a 64 Kbps digital channel capable of transporting circuit switched data and circuit switched voice.
- b. "D" Channel - (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control information.
- c. Out of Band Signaling - is a signaling that is separated from the channel carrying the circuit switched data and voice services.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.18 Advanced Digital Service- Primary Rate Interface (PRI)**

1. General Description

- a. Advanced Digital Service - PRI is a digital business service that provides access from a customer premises to Company's circuit switched voice and circuit switched data via a 1.544 Mbps central office termination and a 1.544 Mbps channel to the customer's premises. ISDN-PRI and other local services are offered on an end user basis only. Use of such services for transmitting interexchange traffic that does not either originate or terminate at the customer premises is prohibited.

The channel may be a DS1 local or other suitable facility. The rates and charges for the channel, and multiplexing where applicable, are in addition to those for the Advanced Digital Service - PRI termination.

- b. Advanced Digital Service - PRI is provided in base capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23 B+D). The "D" channel is used for out of band signaling and control of the "B" channels. Where technology permits, "D" channels can be shared by two Advanced Digital Service - PRI's for the same customer. "B" channels can be dedicated to either circuit switched data (CSD) or circuit switched voice (CSV) services, or they may alternate these service types by using the Call-by-Call feature as described in C. following.

- c. Advanced Digital Service PRI National ISDN Standard

PRI provides for the following ISDN Lines:

PRI Lines provide for features and capabilities that are standardized and available from Central Office switches so equipped. PRI lines utilize Customer-Provided Equipment (CPE) that is standard and as such is not dependent on the type of serving Central Office switch.

2. Definitions

- a. "B" Channel - (Bearer Channel) is a 64 Kbps digital channel capable of transporting circuit switched data and circuit switched voice.
- b. "D" Channel - (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control information.
- c. Out of Band Signaling - is a signaling that is separated from the channel carrying the circuit switched data and voice services.

****** *This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.*

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Cancels Original Sheet 31

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.18 Advanced Digital Service- Primary Rate Interface (PRI) (Continued)**

3. Standard Features for Circuit Switched Data and Voice Services

- a. Caller Number Identification - allows the caller's number, if not blocked, to be displayed on compatible CPE when an incoming call is received, including calls made to Direct Inward Dialing (DID) Service telephone numbers.
- b. Call-By-Call - allows the circuit switched data and voice services enabled over the Advanced Digital Service-PRI to share "B" channels and arrange them as a single trunk group. This allows incoming and outgoing voice and Circuit Switched Data calls to utilize "B" channels on a call by call basis. Without this feature, each service type, circuit switched data or voice, must have a dedicated "B" channel.
- c. Clear Channel Capability - is a characteristic of the transmission paths on the "B" channels for ADS-PRI service that allows the full bandwidth on each "B" channel, 64 Kbps, to be available to the customer. However, depending on the telecommunications network configuration, customer information may be transmitted at either 56 Kbps or 64 Kbps.
- d. "D" Channel Control of Multiple ADS-PRI Lines - provides the capability for a single "D" channel to provide the signaling and control information for several ADS-PRI's. This arrangement allows the twenty-fourth channel on one or more ADS-PRI's to be available for incoming or outgoing voice or circuit switched data.
- e. Dedicated Trunk Groups - allow all 23 "B" channels (24 where technology permits) to be used as stand alone trunk groups. Each "B" channel is capable of handling incoming or outgoing voice or circuit switched data.
- f. Direct Inward Dialing (DID) - permits incoming dialed calls from the exchange network to reach a specific number served by the Customer Premises Equipment (CPE) without the assistance of an attendant or otherwise provides for unique identification of the call based on digits sent to the CPE by the Central Office. ADS-PRI will output digits to the CPE which can further process the calls as desired.
- g. Equal Access - allows the customer to preselect an interexchange carrier for each trunk group enabled for circuit switched data and voice services.

** *This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.*

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.18 Advanced Digital Service- Primary Rate Interface (PRI) (Continued)**

4. Optional Features for Circuit Switched Data and Voice Services

- a. Call-By-Call for FX - allows Foreign Exchange calls to be directed to and originated from ADS-PRI "B" Channels. This provides Call-by-Call Service selection for incoming and outgoing Circuit Switched and Private Facility services.
- b. Call-by-Call for Tie Lines - allows Tie Line calls to be directed to and originated from ADS-PRI "B" Channels. This provides Call-by-Call Service selection for incoming and outgoing Circuit Switched and Private Facility services.
- c. "D" Channel Backup - provides for a backup "D" channel for a failed "D" channel. This arrangement can be used where multiple ADS-PRI's share a single "D" channel. A predetermined channel on another ADS-PRI automatically takes over the signaling and control functions for circuit switched data and voice calls.
- d. Network Ring Again - enables station users whose Digital PBX is connected to a Central Office by ADS-PRI to complete calls to a busy station line in another system without redialing. The system may be in the same or a different Central Office.
- e. Network Name Display - allows the name of a station user calling over ADS-PRI to be forwarded for display on a properly equipped customer-provided set. The terminating system may be in the same or a different Central Office.
- f. System Intercommunication Service - is an arrangement that allows the ADS-PRI "B" channel(s) to connect to a Centrex System or to another ADS-PRI that is located in the same Central Office. This optional feature is only available on "B" Channel Circuit for Switched Data/Voice.

5. Regulations

a. Provision of Service

- (1) ADS-PRI is provided at the option of the Company and can only be provided from digital Central Offices equipped and programmed to provide such service.
- (2) The availability, functionality and capabilities of ADS-PRI features may vary by serving Central Office.
- (3) Except as specified in 4. e (1), following for Government Entity, ADS-PRI shall not be used for any purpose for which any consideration is rendered to pay any party other than the Company.

** *This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.*

EFFECTIVE: October 26, 2012

First Revised Sheet 33
Cancels Original Sheet 33

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.18 Advanced Digital Service- Primary Rate Interface (PRI) (Continued) **

5. Regulations (Continued)

b. Advanced Digital Service Primary Rate Interface Specifications

- (1) All CPE used to interface with ADS-PRI is required to conform with Technical Reference Specifications as used by the Company.

c. Payment for Service

- (1) ADS-PRI is offered under a monthly plan or a contractual basis commencing on the date service is established.
- (2) Temporary Suspension of Service is not offered with ADS-PRI.

d. Cancellation of Service Prior to Establishment of Service

- (1) In the event that ADS-PRI is terminated by the customer prior to completion of the customer's contract period, a termination charge will be paid by the customer to the Telephone Company for the unexpired portion of the applicable contract period. The applicable termination charge will be developed by the Telephone Company and billed to the customer based on the formula and criteria specified below:
 - (a) If the customer elects a 12, 36, or 60 month contract and terminates the contract prior to the expiration of the applicable contract period, the termination charge shall be equal to the applicable monthly rate specified in 11.18 following. Charges and Rates times the number of ADS-PRI lines initially in service, times the number of months in the unexpired portion of the applicable contract period.
 - (b) In addition to the termination charges specified above, the customer shall also be liable for any unpaid and deferred system and line installation charges.
- (2) In the event a customer initiates cancellation of equipment and facilities before completion, or after installation is completed, but prior to service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

** This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

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Cancels Original Sheet 34

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.18 Advanced Digital Service- Primary Rate Interface (PRI) (Continued)**

5. Regulations (Continued)

e. Government Entity

- (1) Any Government Entity may authorize any other Government Entity to use its ADS-PRI. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred non-recurring charges and monthly rates.

6. Application of Charges and Rates

- a. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere.
- b. Circuit Switched Voice calls will be subject to Extended Community Calling Local Message charges or Long Distance Message Telecommunications Service charges as specified elsewhere in this Guidebook.
- c. Circuit Switched Data calls will be subject to Local Usage sensitive rates based on minutes of use or Long Distance Telecommunications Service charges as specified elsewhere in this Guidebook.

7. Charges and Rates

	Install Charge	Month to Month	12-Month	36-Month	60-Month
a. ADS-PRI Access Line, each	\$1,700.00	\$1,444.80	\$1404.00	\$1324.00	\$1244.00
b. "D" Channel Backup, each	Rate specified in Section 11.22.2.b.d. applies.				
c. System Intercommunication Service Per "B" Channel Switched Data/Voice	\$150.00	\$35.00			
d. Call-By-Call for FX, each	\$75.00	\$25.00	\$20.00	\$17.50	\$15.00
e. Call-By-Call for Tie Lines, each	\$75.00	\$25.00	\$20.00	\$17.50	\$15.00
f. Network Ring Again Per ADS-PRI Equipped	Rate specified in Section 11.22.2.b.i. applies.				
g. Network Name Display Per ADS-PRI Equipped	\$300.00	\$75.00	\$65.00	\$55.00	\$45.00
h. Additions, Deletions, Rearrangements and Changes of one or more trunks to existing trunk groups, Per Interface, Per Occasion, Per Trunk group	\$50.00				

** This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.18 Advanced Digital Service- Basic Rate Interface (BRI)

1. General Description

- a. Advanced Digital Service Basic Rate Interface (ADS-BRI) is a Single Line Business Exchange Service that provides access to Circuit Switched Voice Service and Circuit Switched Data Service.
- b. ADS-BRI consists of Central Office facilities, including the outside plant facilities, extended from the Company's switching equipment to the customer's premises.
- c. ADS-BRI utilizes an ADS basic rate interface that provides for two 64 Kbps "B" channels and one 16 Kbps "D" channel (2B+D).
- d. Advanced Digital Service BRI National ISDN Standards

BRI provides for the following ISDN Lines:

BRI lines provide for features and capabilities that are standardized and available from Central Office switches so equipped. BRI lines utilize Customer-Provided Equipment that is standard and as such is not dependent on the type of serving Central Office switch.

2. Service Descriptions

- a. Circuit Switched Voice Service per "B" Channel

Circuit Switched Voice Service provides the ability to originate and receive circuit switched voice calls over the 64 Kbps "B" channel.

(1) Standard Circuit Switched Voice Service Features

- (a) Analog Line Pickups - an arrangement that allows analog lines to have a line appearance on a customer-provided Key Line set. This arrangement is limited to analog lines that are terminated in the same Central Office switch. This feature may limit the use of other features and/or functionality on the analog line.
- (b) Call Hold - allows the user to hold one call for any length of time provided neither party goes on-hook. With a call on Call Hold, the station user holding the call can place another call.
- (c) Call Transfer Individual - All Calls - this feature allows a station user to contact a third party while on a call, establish a three-way conversation and then drop off allowing the two other parties to remain connected.
- (d) Call Number Display - the called number is displayed on compatible Customer Premises Equipment when an outgoing call is placed.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.18 Advanced Digital Service- Basic Rate Interface (BRI) (Continued)

2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(1) Standard Circuit Switched Voice Service Features (Continued)

- (e) Caller ID - provides for the display of the incoming telephone number on a Customer-provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in display screen. Caller ID Service will forward the calling number from the appropriately equipped terminating Central Office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.
- (f) Denied Origination - allows call terminations, but prevents the origination of a call.
- (g) Denied Termination - allows call origination, but prevents the termination of a call.
- (h) Hunting - Incoming calls to a busy line appearance are redirected to a number to search for a line on which to complete the call. This may be another circuit switched voice channel, ADS station or analog line. The types of hunting are limited to sequential, circular and multiline. This feature may impact the use of Shared Call Appearance and Multiple Call Appearance in certain serving Central Offices.
 - (1) Sequential - each line of the hunt group has its own unique directory number. Hunting starts at the number dialed and ends at the last number in the hunt group.
 - (2) Circular - each line of the hunt group has its own unique directory number. All lines in the hunt group will hunt regardless of which number was dialed.
 - (3) Multiline - only a pilot number is associated with a Multiline Hunt Group. Hunting starts at the pilot directory number and ends at the last line in a sequential fashion.
- (i) Multiple Call Appearances - provides up to four appearances of the number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network, and/or may originate unique dial tone for additional outgoing access (see Additional Multiple Call Appearance for applications that require more than four call appearances on the same device.) This feature may impact the use of Shared Call Appearance in certain Central Offices.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.18 Advanced Digital Service- Basic Rate Interface (BRI) (Continued)

2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(1) Standard Circuit Switched Voice Service Features (Continued)

- (j) Shared Call Appearance - provides the capability to terminate configured in a Single Call Arrangement (SCA). SCA allows only one set to be active (either originating or terminating) on the Shared Call Appearance at any given time. Manual Exclusion capabilities are available in this arrangement.
- (k) Three Way Conference Calling - permits the customer to add a third party to an established connection without the aid of an operator. The quality of transmission on three-way calls may vary depending on the distance and routing necessary to complete the call.

(2) Optional Circuit Switched Voice Features

- (a) Additional Call Offering - provides notification to an ADS user that a call directed to that user is present at the service switch, even though no B Channel can be allocated for the call. Once notified, the user may free up a B Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.
- (b) Additional Multiple Call Appearances - provides additional call appearances, beyond the initial four appearances of a station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network and/or may originate unique dial tone for additional outgoing access.
- (c) Call Forwarding - Busy Line - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station is in a busy condition. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 11 (Custom Calling Services) of this Guidebook.
- (d) Call Forwarding - Does Not Answer - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 11 (Custom Calling Services) of this Guidebook.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.18 Advanced Digital Service- Basic Rate Interface (BRI) (Continued)

2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features (Continued)

- (e) Call Forwarding - Variable -(Selective Call Forwarding) provides the option of forwarding all the station's incoming calls to variable stations. This feature is established and changed by the station user. Charges and rates for this optional feature are specified in Section 11 (Advanced Calling Services) of this Guidebook.
- (f) Call Return - enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can then dial a code to request the network to place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty (30) minutes, both the calling and the called lines are checked periodically for availability to complete the call. If, during the queuing process the called line becomes idle, the customer is notified via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will be placed automatically. Charges and rates for this optional feature are specified in Section 11 (Advanced Custom Calling Services) of this Guidebook.
- (g) Intercom Calling - allows a voice user to be able to call another voice user within the electronic key telephone service (EKTS) intercom group without affecting the busy/idle status of any of the directory numbers (DNs) of the calling voice user. Intercom groups can consist of just one other voice user, requiring no intercom address, can consist of two to ten voice users, requiring a one-digit intercom address, or can consist of two to one hundred voice users, requiring a two-digit intercom address. This is a form of abbreviated dialing in that one voice user can dial another by simply hitting the intercom button and then dialing no digits, one or two digits respectively.
- (h) Message Waiting Indicator - provides the ability to indicate to the ADS station user that they have a voice or electronic message waiting at their Message Storage and Retrieval (MSR) System. the Message Waiting Indicator may be used to present either a visual or audible signal to the user as determined by the customer's equipment.
- (i) Repeat Dialing - when activated, this feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up and a queuing process begins. For the next thirty (30) minutes, both the calling and called lines are checked periodically for availability to complete the call. If, during the queuing process the called line becomes idle, the customer is notified via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone the call will be placed automatically. Charges and rates for this optional feature are specified in Section 11 (Advanced Calling Services) of this Guidebook.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.18 Advanced Digital Service- Basic Rate Interface (BRI) (Continued)

2. Service Descriptions (Continued)

a. Circuit Switched Voice Service per "B" Channel (Continued)

(2) Optional Circuit Switched Voice Features (Continued)

- (j) Secondary Telephone Number - provides an additional telephone number and one call appearance which is not physically terminated, but exists in the programming of circuit switched voice. The additional directory number, while not terminated on a dedicated facility, may be accessed from the network, and may originate unique outgoing dial tone from one instrument that has another directory number as its primary directory number.
- (k) Station-Controlled Conference (6 Port) allows a station user to establish a conference call consisting of a maximum of six conferees, including the originator of the call.
- (l) Speed Calling - permits the customer to establish a group of eight or thirty separate seven or ten digit telephone numbers which she/he may then call by keying abbreviated codes rather than the complete telephone numbers. Charges and rates for this optional feature are specified in Section 11 (Custom Calling Services) of this Guidebook.

b. Circuit Switched Data Service Per "B" Channel

Provides the ability to originate and receive circuit switched data calls over the 64 Kbps "B" channel. Data line speeds up to 64 Kbps are permitted.

(1) Standard Circuit Switched Data Service Features

- (a) Caller ID - provides for the display of the incoming telephone number on a customer provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in display screen. Caller ID Service will forward the calling number from the appropriately equipped terminating Central Office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.
- (b) Clear Channel Capability - is provided since all signaling and control functions are handled by the "D" Channel. This allows all 64 Kbps on each "B" Channel to be used for customer information over the ADS-BRI access line. Calls may be either 56 or 64 Kbps depending on the network capabilities in place between ADS-BRI access line and the distant end of the call.
- (c) Denied Origination - allows call terminations, but prevents the origination of the call.
- (d) Denied Termination - allows call origination, but prevents the termination of the call.
- (e) Hunt Group for Shared Data Access - provides the automatic search of a group of shared ports to find an available port in response to a connection request. The types of hunting are limited to Sequential, Multiline and Circular.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.18 Advanced Digital Service- Basic Rate Interface (BRI) (Continued)

2. Service Descriptions (Continued)

b. Circuit Switched Data Service Per "B" Channel

(2) Optional Circuit Switched Data Service Features

- (a) Additional Call Offering - provides notification to an ADS user that a call directed to that user is present at the service switch, even though no B Channel can be allocated for the call. Once notified, the user may free up a B Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.
- (b) Call Forwarding - Busy Line - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station is in a busy condition. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 11 (Custom Calling Services) of this Guidebook.
- (c) Call Forwarding - Does Not Answer - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in Section 11 (Custom Calling Services) of this Guidebook.
- (d) Call Forwarding - Variable - (Selective Call Forward) provides the option of forwarding all the station's incoming calls to variable stations. This feature is established and changed by the station user. Charges and rates for this optional feature are specified in Section 11 (Advanced Calling Services) of this Guidebook.

c. Alternate Circuit Switched Voice Service/Circuit Switched Data Service Per "B" Channel

- (1) Alternate Circuit Switched Voice Service/Circuit Switched Data Service provides the ability to originate and receive either Circuit Switched Voice calls or Circuit Switched Data calls over a single "B" channel but not simultaneously. This arrangement is available where technology permits.
- (2) The standard and optional features that are applicable to Circuit Switched Voice Service and Circuit Switched Data Service are also applicable to this service.

3. Regulations

a. Provision of Service

- (1) ADS-BRI is provided at the option of the Telephone Company and is furnished subject to Central Office switching capacity and the availability of outside plant facilities.
- (2) Where available, a maximum of 8 services, two of which may be "B" channel services, are permitted for each ADS-BRI line.
- (3) The availability, functionality and capabilities of the ADS-BRI features may vary by type of serving Central Office switch.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.18 Advanced Digital Service- Basic Rate Interface (BRI) (Continued)

3. Regulations (Continued)

b. Directory Listings

- (1) The Telephone Company will furnish without charge one primary directory listing for each ADS-BRI line. Additional listings may be provided as specified for Additional Listing Service in Section 6 of this Guidebook.

c. Transmission Specifications

- (1) An ADS-BRI line consists of non-loaded two-wire facility.
- (2) The standard transmissions parameters for an ADS-BRI line utilizing an ADS Basic Rate Interface (BRI) consists of:

A maximum of 42db loop loss at a 40 KHz test tone terminate into a 135 ohm impedance. The 42db loss includes all Central Office facilities, outside plant facilities and inside wiring.

d. Interface Specifications for Customer-Provided Equipment (CPE)

- (1) All CPE used to interface with ADS-BRI is required to conform with Technical Reference Specifications as used by the Telephone Company.

e. Payment for Service

- (1) Advanced Digital Service-BRI is offered under a monthly plan commencing on the date service is established.
- (2) Temporary Suspension of Service is not offered with BRI.

f. Cancellation of Service Prior to Establishment of Service

- (1) In the event a customer initiates cancellation of equipment and facilities before completion, or after installation is completed, but prior to service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

g. Government Entity

- (1) Any Government Entity may authorize any other Government Entity to use its ADS-BRI. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred nonrecurring charges and monthly rates.

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11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.18 Advanced Digital Service- Basic Rate Interface (BRI) (Continued)

4. Application of Charges and Rates

- a. BRI is offered as either flat rated per month or measured. The measured service is offered with No Usage Allowance of the aggregate usage for circuit switched voice and circuit switched data. Usage is measured separately for both voice and data for each B channel. Measured usage charges apply, as specified in this Guidebook, to all originating and terminating calls.
- b. Flat rated BRI provides for unlimited usage at the monthly rate as specified below.
- c. Circuit Switched Voice calls will be subject to Extended Community Calling Local Messages charges or Long Distance Message Telecommunications Service charges as specified elsewhere in this Guidebook.
- d. Circuit Switched Data calls will be subject to Extended Community Calling Local Message charges or Long Distance Telecommunications Service charges as specified elsewhere in the Guidebook.

5. Charges and Rates

The following charges and rates are in addition to the charges and rates for any other services to furnish a communications system.

	<u>Install Charge</u>	<u>Monthly Rate</u>
Advanced Digital Service BRI		
a. Flat Rate (Unlimited usage)	\$65.00	\$95.00*
b. Measured Rate (No usage allowance)	\$65.00	\$49.00*
c. Usage Charges per minute on Originating and Terminating calls both voice and data	--	<u>Per Minute</u> \$0.01

* Rates do not include access to the "D" Channel or the ability to transport data over the "D" channel.

EFFECTIVE: December 1, 2011

Original Sheet 43

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.18 Advanced Digital Service- Basic Rate Interface (BRI) (Continued)

5. Charges and Rates (Continued)

The following charges and rates are in addition to the charges and rates for any other services to furnish a communications system.

		<u>Install</u> <u>Charge</u>	<u>Month to</u> <u>Month</u> <u>Res.</u>	<u>Bus.</u>
e.	Rearrangements Charges (Additions Deletions and Changes for:			
	Circuit Switched Voice Service, Per Customer Request	**		
	Circuit Switched Data Service, Per Customer Request	**		
f.	Optional Service Features			
	Additional Call Offering	\$5.00	\$2.50	\$2.50
	Additional Multiple Call Appearance, each	\$5.00	\$2.50	\$2.50
	Intercom Calling	\$5.00	\$2.00	\$2.00
	Message Waiting Indicator, each	\$5.00	\$3.00	\$3.00
	Secondary Telephone Numbers, each	\$5.00	\$2.00	\$2.00
	Station Controlled Conference - 6 Port	\$5.00	\$4.50	\$4.50

** Service Charges as stated in Section 4 of this Guidebook apply.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.20 Telecommunications Service Priority (TSP) System

1. Description of the Service

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Exchange Service, and Private Line Service and Channels, and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for TSP service by the Telephone Company.

2. Obtaining TSP System Service

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for TSP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

3. Provisioning Priority

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for TSP, the customer may elect to invoke National Security Emergency Preparedness (NSEP) Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 and 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.20 Telecommunications Service Priority (TSP) System (Continued)

3. Provisioning Priority (Continued)

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Telephone Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

4. Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Telephone Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Telephone Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

5. Obligations of the Customer

In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.

The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer is allowed to order TSP System service.

All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment. In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the National Security Emergency Preparedness (NSEP) service.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.20 Telecommunications Service Priority (TSP) System (Continued)

5. Obligations of the Customer (Continued)

When a customer invokes TSP Treatment, the Telephone Company will attempt to notify the customer of expected charges. However, the customer when invoking TSP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Telephone Company the right to quote and bill charges after the provisioning of the service.

During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.

The customer must request and justify revalidation of all priority level assignments at least every two years as required by the TSP Program Office.

Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated May 5, 2000 prescribes specific conditions which warrant TSP Treatment and related procedures.

6. Obligations of the Telephone Company

The Telephone Company will allocate resources to ensure best efforts to provide National Security Emergency Preparedness (NSEP) services by the time required.

The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:

- Restore TSP services assigned restoration priority 1
- Provision TSP services assigned restoration priority E
- Restore TSP services assigned restoration priority 2, 3, 4 or 5 and
- Provision TSP services assigned provisioning priority 1, 2, 3, 4 or 5.

The Telephone Company will work cooperatively with other providers of TSP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.

Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (TSP) Service Vendor Handbook" dated December 10, 2000.

EFFECTIVE: December 1, 2011

Original Sheet 47

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.20 Telecommunications Service Priority (TSP) System (Continued)

7. Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for services offered under this Guidebook which operate in conjunction with the TSP System.

a. Establishment of TSP System Service

The establishment of TSP System service charge is a nonrecurring charge (NRC) which applies when an access line and/or circuit is ordered. If both (provisioning and restoration) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels. There is no charge to remove a TSP assignment.

Nonrecurring Charge

Per Access Line/Circuit	\$15.00
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b. Provisioning Priority

There are two basic levels of priority provisioning, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

(1) Emergency Provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

(2) Essential Provisioning

The Telephone Company will adjust its available resources to meet the customer's requested due date.

c. Restoration Priority

Restoration Priority is a monthly rate per access line and/or circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies for all restoration circuits or lines.

Monthly Rate

Per Access Line/Circuit	\$5.00
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EFFECTIVE: December 1, 2011

Original Sheet 48

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.21 Billed Number Screening (BNS)

1. Description

Billed Number Screening (BNS) prohibits collect and/or third number billing calls from being charged to BNS equipped numbers. Callers attempting to place a collect or third number billing calls using a BNS number for billing will be advised by an operator that such billing is unauthorized and the call will not be completed until other payment or billing arrangements are made.

2. Terms and Conditions

- a. BNS is subject to the availability of facilities.
- b. The prevention of charges for collect and/or third number billed calls, including international calls, requires that the Carrier handling such calls access the Billing Validation Authority (BVA) database and therefore cannot be guaranteed. Therefore, charges resulting from any such completed will be the responsibility of the customer.
- c. BNS may be used with other Company toll screening/blocking services (e.g., Toll Restriction, Blocking for 10XXX1+/10XXX011+, etc.).

3. Rates and Charges

- a. A Service Order Charge as specified in Section 4 of this Guidebook is applicable per main billing number when BNS is installed or changed subsequent to the service with which it is associated or for any change in options. The Service Order Charge is not applicable when BNS is terminated by the customer.
- b. BNS Options
 - (1) Incoming Collect Calls Only
 - (2) Third Number Billed Calls Only
 - (3) Incoming Collect and Third Number Billed Calls

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
Residence	—	—
Business	—	—

EFFECTIVE: October 26, 2012

Original Sheet 49

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.22 Integrated Services Digital Network Primary Rate Interface (ISDN-PRI) Business Service

1. Terms and Conditions

At <http://www.centurylink.com/Pages/AboutUs/Legal/TermsAndConditions/business.html> the following information will direct you to the applicable Local Terms of Service document which contains the terms and conditions for Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service:

State: Tennessee
Entity: CenturyTel of Adamsville, Inc.
Service: CenturyLink ISDN-PRI Services

Termination Liability Charges as described in the aforementioned Local Terms of Service document will apply if a Customer disconnects all or a portion of the ISDN-PRI Business Service prior to the expiration of the TDP.

2. Rates

The rates, charges and regulations for a 1.544 Mbps interoffice channel apply in addition to the following rates for the interoffice facilities of an interexchange ISDN-PRI Business service arrangement.

a. ISDN-PRI Business Service Arrangement with Two-Way Primary Rate Interface (23-B + D and 24-B)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge (Initial)</u>	<u>Nonrecurring Charge (Add'l*)</u>
Month-to-month (6 mo. Min.)	\$1,444.80	\$650.00	\$0.00
One Year	1,404.00	450.00	0.00
Two Years	1,404.00	250.00	0.00
Three Years	1,324.00	0.00	0.00
Five Years	1,244.00	0.00	0.00

* Additional facilities must be installed at the same customer designated premises on the same trip and placed on the same service order.

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.22 Integrated Services Digital Network Primary Rate Interface (ISDN-PRI) Business Service (Continued)

2. Rates (Continued)

b. Optional Features

		Monthly Rate	Nonrecurring Charge
(1)	2 B-Channel Transfer ⁽¹⁾ Per Primary Rate Interface	\$75.00	\$100.00
(2)	Call-by-Call/Integrated Service Access Feature Capability Per Primary Rate Interface (Available with Two-Way Primary Rate Interface only)	50.00	35.00
(3)	Circular Hunt ⁽¹⁾ Per Primary Rate Interface	25.00	0.00
(4)	D-Channel Backup ⁽²⁾	50.00	20.00
(5)	E911 Call Screening ⁽¹⁾ Per Primary Rate Interface (up to 100 station numbers)	125.00	0.00
(6)	Incoming Call Identification (Caller ID Name and Number) Per Primary Rate Interface	100.00	0.00
(7)	Main Number ID Capability	0.00	0.00
(8)	National ISDN-2 Protocol ⁽¹⁾ Per Primary Rate Interface	0.00	0.00
(9)	Network Ring Again ⁽¹⁾ Per Primary Rate Interface (Available with Two-Way Primary Rate Interface only)	160.00	0.00
(10)	Premium Package, ⁽³⁾ per Primary Rate Interface, which includes: National ISDN-2 Protocol ⁽¹⁾ E911 Call Screening ⁽¹⁾ Incoming Call Identification (Caller ID Name and Number) Call-by-Call/Integrated Service Access Feature Capability 2-B Channel Transfer ⁽¹⁾	195.00	150.00

⁽¹⁾ Certain equipment restrictions apply.

⁽²⁾ Available only to customers subscribing to more than one Primary Rate Interface.

⁽³⁾ Only available for customers subscribing to ISDN-PRI Two-way arrangement under a Term Discount Plan.

EFFECTIVE: October 26, 2012

Original Sheet 51

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.22 Integrated Services Digital Network Primary Rate Interface (ISDN-PRI) Business Service (Continued)

2. Rates (Continued)

c. Nonrecurring Charges

(1) Service Change Charge

(a)	For termination change at the same premises, Physical, per ISDN-PRI Business Service arrangement	\$165.00
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(b)	For termination change at the same premises, Programming, per ISDN-PRI Business Service arrangement	35.00
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(2) Premises Visit Charge

	per ISDN-PRI Business Service arrangement	125.00
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(3) Move Charge

The Move Charge is equal to the sum of the Service Change Charge plus the Premises Visit Charge.

EFFECTIVE: September 5, 2013

Original Sheet 52

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.23 Remote Call Forwarding

1. General

Remote Call Forwarding (RCF) is a network service that uses a telephone number and electronic central office facilities to forward automatically all calls dialed to the RCF telephone number to the customer's telephone number in another exchange (Terminating Telephone Number). Remote Call Forwarding is offered subject to the availability of suitable facilities.

A Remote Call Forwarding arrangement includes the equipment necessary to forward one telephone call to a terminating telephone number.

Remote Call Forwarding may be associated with PBX or Centrex Service and with individual line service, except Payphone Service.

Remote Call Forwarding is provided on condition that the customer subscribe to sufficient Remote Call Forwarding arrangements and terminating telephone numbers in order to handle calls adequately without interfering or impairing any services offered by the Company. If, in the opinion of the Company, additional Remote Call Forwarding arrangements or terminating telephone numbers are required, the customer will be responsible for subscribing to these additional arrangements or numbers. In the event the customer refuses to subscribe to these additional arrangements or numbers, the customer's Remote Call Forwarding service shall be subject to termination.

Where additional terminating telephone numbers are requested by the customer or required by the Company for association with the same RCF number, the additional numbers must be of the same class and grade of service and on the same premises as the first terminating telephone number.

Remote Call Forwarding is not represented as satisfactory for data transmission.

Call Forwarding service is not offered for use with a Remote Call Forwarding terminating station.

The Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.

The classification of residence or business service for Remote Call Forwarding arrangements is determined by the class of service of the terminating telephone number.

Charges for calls from originating stations to a RCF telephone number are the responsibility of the originating station, unless the calls are accepted as collect at the terminating telephone number. Charges for the forwarding of calls from the RCF number to the terminating telephone number are the responsibility of the Remote Call Forwarding customer.

For any collect calls placed to the RCF number, charges for calls forwarded to the terminating telephone number apply regardless of whether or not these calls are accepted as collect at the terminating telephone number.

2. Rates	<u>Per Month</u>
Remote Call Forward, per path	\$25.50

EFFECTIVE: February 13, 2015

Original Sheet 53

11. MISCELLANEOUS SERVICE ARRANGEMENTS

11.24 Call Line Identifier

A. Description

See [CENTURYLINK LOCAL TERMS OF SERVICE: CALL LINE IDENTIFIER](#) for applicable terms and conditions.

B. Rates and Charges

Nonrecurring Charge, Per Line	30-Day Period	12-Month Period
Initial	\$ 46.00	\$ 108.00
Renewal, Each	20.00	41.00

EFFECTIVE: December 1, 2011

Original Sheet 1

12. CENTREX SERVICE

12.1 General

1. Centrex is a Central Office based, flat rate, business communications service which provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business/residence customer's lines into a single telecommunications system.
2. Centrex is a local exchange telecommunications service provided from suitably equipped Telephone Company Central Offices with available outside plant.
3. Centrex permits the direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming call are received by direct inward dialing from the calling party to the station line or through an attendant console.
4. Network Access Registers (NARS) provide outgoing access to local exchange, long distance and private networks.
5. The number of simultaneous exchange and toll network calls to and from Centrex stations is limited by the number of Network Access Registers ordered by the customer.
6. All Centrex station lines will be equipped with the standard features, as set forth in paragraph 12.2.2.a and Touch-Tone Service. Additional optional features may also be selected and generally result in additional charges as specified in paragraph 12.2.4 through 12.2.7.
7. A Centrex System may be comprised of the following rate components:
 - a. Network Access Registers (NARS)
 - b. Centrex Station Lines
 - c. Features

12.2 Rates and Charges

- | | <u>Monthly Charge</u> |
|---|-----------------------|
| 1. Network Access Register | \$33.00 |
| 2. Centrex Station Line Rates | |
| a. The monthly rates for Centrex lines specified in paragraph 12.2.1.b. below include the following standard features: | |
| <ol style="list-style-type: none">(1) Business Group Automatic Identified Outward Dialing(2) Call Forward Busy Line(3) Call Forward Don't Answer(4) Call Forward Variable(5) Call Forwarding Incoming Only(6) Call Forwarding Within Group Only(7) Call Forwarding Distinctive Ringing(8) Call Hold(9) Call Park(10) Call Pickup(11) Call Transfer(12) Call Transfer Return(13) Direct Dialing(14) Direct Outward Dialing(15) Distinctive Alerting(16) DTMF Signaling(17) Fully-Restricted Line | |

12. CENTREX SERVICE

12.2 Rate and Charges (Continued)

2. Centrex Station Line Rates (Continued)

a. Standard features (Continued)

- (18) Hunting
 - (a) Regular Hunting
 - (b) Circle Hunting
 - (c) Enhanced Hunt Service
 - (d) Preferential Hunting
 - (e) Series Completion
- (19) Intercom Dialing
- (20) Semi-Restricted Line
- (21) Speed Call 8
- (22) Three-Way Calling
- (23) Toll Restriction
- (24) Visual/Audible Message Waiting

- b. The following per-line business rates and charges apply for contract periods ranging from month-to-month to 60 months. Residence rates are only offered on a per line monthly basis. The customer is required to pay for the number of months in the service period selected:

Business Rate Per Line

<u>Number of Lines</u>	<u>Monthly Rate</u>	<u>24 Months</u>	<u>36 Months</u>	<u>48 Months</u>	<u>60 Months</u>
2 - 3	\$12.75	\$12.50	\$12.25	\$12.00	\$11.75
4 - 6	\$12.25	\$12.00	\$11.75	\$11.50	\$11.25
7 - 10	\$11.75	\$11.50	\$11.25	\$11.00	\$10.75
11 - 20	\$11.25	\$11.00	\$10.75	\$10.50	\$10.25
21 - 50	\$10.75	\$10.50	\$10.25	\$10.00	\$ 9.75

Over 50 - Telecommunications Utility Individual Contract

Service Establishment Charges

	<u>Nonrecurring Charges</u>
Per System	\$50.00
Per Line	\$10.00

- c. Centrex lines that terminate in key system common equipment or other CPE that performs pooling or switching functions must be provided in a "squared" arrangement in order to retain Centrex rates. A "squared" arrangement is one in which the number of Centrex lines equals the number of stations/lines served by the key system common equipment and/or the CPE switching/pooling equipment. If the number of stations served by the CPE common equipment and/or switching equipment exceed the number of Centrex lines, the Centrex lines will be rated at the appropriate Key Trunk or PBX Trunk rates plus \$6.00 per trunk for the additional Centrex functionality.
- d. The rates and non-recurring charges provided in 12.2.1.b. are in addition to the applicable service ordering charge as provided in Section 4 of this Guidebook.

12. CENTREX SERVICE

12.2 Rates and Charges (Continued)

3. End User Common Line Charge (EUCL)

- a. The FCC End User Common Line Charge (EUCL) will be assessed based upon the total number of Centrex lines to which the customer subscribes. This amount will be collected by the Telephone Company and forwarded to the National Exchange Carrier Association.

4. Individual Station Features

a. Chargeable Individual Station Features

The following features may be activated on an individual per line basis dependent on the customer's requirements.

The monthly rates shown below apply to the following individual station features:

- (1) Call Waiting/Cancel Call Waiting
 - (2) Directed Call Pick-Up
 - (3) Direct Connect Service
 - (a) Manual Line Service
 - (b) Warm Line
 - (4) Do Not Disturb
 - (5) Night Service
 - (6) Speed Calling 30
 - (7) Voice/Data Protection

Individual features per line/station	\$0.50 per feature
Three to four features per line/station	\$0.40 per feature
Five or more features per line/station	\$0.30 per feature
- b. Additions and Changes to Individual Station Features

Feature Additions/Changes Per Station	\$8.00 non-Recurring
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Note: Service Ordering Charges as specified in Section 4 of this Guidebook apply for the connection of the services listed above unless ordered at the time initial service is established.

12. CENTREX SERVICE

12.2 Rates and Charges (Continued)

5. Features Associated With Groups of Lines

a. Code Restriction Features:

(1) Code Restriction	
(2) Outgoing Call Screening	
Per List	\$4.50 per month
Per Line Using List	\$0.50 per month
Changes to Toll/Code/ Outgoing Call Screening Lists	\$12.00 nonrecurring

b. Business Group Dialing Plan	
Standard Dialing Plan	No charge
Customized Dialing Plan	\$80.00 nonrecurring

c. Special Intercept Announcement	
Standard Announcement	\$24.00 per month
Customer Worded Announcement	\$96.00 per month
Announcement Trunk	\$24.00 per month
Changes to Customer Worded Announcement	\$60.00 Nonrecurrinn

d. Paging Access	
Per Paging Circuit	\$20.00 per month

e. Music On Hold Access	
Per Connection	\$20.00 per month

f. Simplified Message Desk Interface (SMDI) SMDI Non-Recurring	\$105.00 per month \$170.00 nonrecurring
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g. Authorization Codes	\$2.00 per month Per group of 20 \$60.00 nonrecurring
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6. OutWATS

a. OutWATS Simulated Facility Group Arrangements

	Monthly Rate	Nonrecurring Charge
Service Establishment Charge		\$30.00
OutWATS Simulated Facility Group Automatic Flexible Routing/Overflow Hunting Arrangement		
Each OutWATS Simulated Facility	\$20.00	
Rearrangements and Changes to Simulated Facilities and routing patterns		\$24.00

b. Normal OutWATS rates (measured time or full business day) will be charged for OutWATS calls.	
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Note: Service Ordering Charges as specified in Section 4 of this Guidebook apply for the connection of the services listed above unless ordered at the time initial service is established.

EFFECTIVE: December 1, 2011

Original Sheet 5

12. CENTREX SERVICE

12.2 Rates and Charges (Continued)

7. Enhanced Hunt Service

a. Changes to Hunting Group Arrangements/Patterns

Additional Lines/Change Hunting Order	\$12.00 nonrecurring
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b. Hunt Group Options

(1) Queueing for Hunt Group	\$20.00 per month
(2) Delay Announcements for Queued Calls	
Standard Announcement	\$24.00 per month
Customer Worded Announcement	\$96.00 per month
Announcement Trunk	\$24.00 per month
Changes to Customer Worded Announcement	\$25.00 nonrecurring
(3) Stop Hunt/Make Busy	
Access Code Activation	\$0.50 per month
Key/Switch Activation	\$6.50 per month

c. Uniformed Call Distribution (UCD)

(1) Per UCD Group	N/A
(2) Per Station	\$5.00 per month
3) Per UCD Group	\$20.00 nonrecurring

Note: Service Ordering Charges as specified in Section 4 of this Guidebook apply for the connection of the services listed above unless ordered at the time initial service is established.

EFFECTIVE: December 1, 2011

Original Sheet 6

12. CENTREX SERVICE

12.3 Regulations and Conditions

1. A Centrex customer must have a minimum of two Centrex lines.
2. The minimum charge period under this Guidebook shall be for one month.
3. Centrex is offered subject to the availability of outside plant and/or Central Office facilities.
4. One directory listing is provided without charge for each Centrex customer.
5. The business customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month business customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect. Residential service is only offered on a month-to-month basis.
6. The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated changes during the selected service contract period.
7. Subsequent line additions/deletions to the original service contract period are stipulated as follows:
 - a. Subsequent additions will be added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count.
 - b. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract, will be considered a termination liability and treated as specified in paragraph 12.3.8 below. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group.
8. Termination liabilities shall be treated as follows:
 - a. If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent.
 - b. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period:
 - (1) Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under the contract, or
 - (2) Pay termination charges as described in (a) above on the number of Centrex station lines disconnected.
9. Reduction/Waiver of service establishment charges may be offered as follows:

At the Telephone Company's discretion, the following non-recurring service establishment charges may be reduced or waived during promotional campaigns:

 - a. Non-recurring service establishment charges (per system and per line charges) as provided in paragraph 12.2.1.b.
 - b. Non-recurring service establishment charge for OutWATS Simulated Facility Group - Automatic Flexible Routing/Overflow Hunting Arrangements (paragraph 12.2.6.a).

12. CENTREX SERVICE

12.3 Regulations and Conditions (Continued)

10. All exchange lines in a Centrex group must have the same billing arrangement, either flat-rate or measured service (where offered).
11. Intercom calls between lines in a Centrex group are not subject to local measured service (where offered).
12. When used with Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.
13. The Centrex lines for a Centrex customer may terminate at multiple locations; however, all Centrex lines in the same group must be served by the same Central Office.
14. Terminal equipment may be offered by the Telephone Company under contract or may be provided by the customer.
15. Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated elsewhere.

12.4 Definitions

The following standard and optional features may be provided as a part of the Centrex service:

1. Authorization Codes - a feature used to identify callers for billing purposes, to assign a Network Class of Service (NCOS), and to control network access.
2. Business Group Automatic Identified Outward Dialing - provides identification of the calling line or the Centrex Group billing/pilot number on billable calls directed to the public network.
3. Business Group Dialing Plan - enables a Centrex Group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 to 5 digit codes; Single-Digit Dialing; and customized feature activation/deactivation codes. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.
4. Call Forwarding Busy Line - causes all calls to be redirected to an alternate station when the called station is busy.
5. Call Forwarding Distinctive Ringing - is a Call Forwarding line option that allows station users to distinguish between forwarded and non-forwarded calls. The distinctive ringing pattern is two short rings. This option is assigned to the base or forwarding station, but is active (rings) on the forward-to station.
6. Call Forwarding Don't Answer - allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.
7. Call Forwarding Incoming Only - is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and allows only incoming calls (calls that originate outside the Centrex group) to be forwarded. Calls from within the group or a private facility are not forwarded.
8. Call Forwarding Variable - enables a station user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.
9. Call Forwarding Within Group Only - is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.

12. CENTREX SERVICE

12.4 Definitions (Continued)

10. Call Hold - allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.
11. Call Park - enables a user to park a call against his/her directory number. The parked call can be retrieved from any station by first requesting Call Park Retrieve and then dialing the directory number of the station against which the call was parked.
12. Call Pick-Up - permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code.
13. Call Transfer - allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number.
14. Call Waiting - provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook.
15. Cancel Call Waiting - allows a station user, on a pre-call basis, to deactivate Call Waiting by dialing an access code.
16. Circle Hunting - allows calls directed to busy stations in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.
17. Code Restriction - blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NNXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.
18. Customer Access Treatment Code Restrictions - (CAT Codes) can be used to prevent a Centrex station from dialing certain codes. For example, CAT Codes could be used to prevent a station from gaining access to the public network, using private facilities, or dialing specific stations within the Centrex group.
19. Delay Announcements for Queued Calls - Delay Announcements can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.
20. Direct Connect Service - allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.
21. Direct Inward Dialing - allows Centrex station users to directly receive incoming calls without the assistance of an attendant.
22. Direct Outward Dialing - enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant.
23. Directed Call Pick-Up - enables a station user to answer a call that is ringing at another station within the Centrex group by dialing an access code and the ringing station number.
24. Distinctive Alerting/Call Waiting Indication - allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones.
25. Do Not Disturb - allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.

12. CENTREX SERVICE

12.4 Definitions (Continued)

26. Fully-Restricted Line - is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It is also prevented from making calls to/and or receiving calls from the attendant, thereby denying it indirect access to/from outside the Centrex group.
27. Intercom Dialing - allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.
28. Make Busy - can be used to temporarily make a particular station in a Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.
29. Group Make Busy - can be used to temporarily make a group of stations or an entire Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a group of stations during the search for an idle station and is operated via a physical switch.
30. Manual Line Service - automatically places a call to the operator when the station user lifts the receiver off the switchhook.
31. Night Service - allows calls directed to the attendant to be rerouted to predesignated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends).
32. Off-Premises Stations/Secondary Locations - enable a secondary business location to access the same Centrex features and services as the main business location. The secondary locations must be served by the same Digital Central Office as the primary location.
33. Outgoing Call Screening - blocks the completion of calls to specific directory numbers (3, 6, 7, or 10 digit basis). An Outgoing Call Screening may be assigned to either an individual line or shared by multiple station users.
34. OutWATS - is a form of Direct Distance Dialing service that allows a station user to place long distance calls to specified geographical areas at reduced rates. Each OutWATS call is screened to ensure that the call destination is within the band limits of the OutWATS station user.
35. OutWATS Simulated Facility Groups - control the number of simultaneous OutWATS calls that can be made from a business. OutWATS Simulated Facility Groups optionally allow the following capabilities:
 - a. OutWATS Automatic Flexible Routing - is an OutWATS Simulated Facility Group option which permits calls to be automatically routed to a lower or less expensive OutWATS band.
 - b. OutWATS Overflow Hunting - is an OutWATS Simulated Facility Group option which permits OutWATS calls to automatically overflow or hunt to a higher band if the Simulated Facility Group associated with the lower band is busy.
36. Paging Access - allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or a tie-trunk is required to support the customer's paging equipment.
37. Preferential Hunting - allows any station in a Multiline Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and that station is busy, the preferential list is first hunted until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt group.
38. Queueing - may optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed into a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queueing cannot be provided for Preferential Hunt groups or Series Completion groups.

EFFECTIVE: December 1, 2011

Original Sheet 10

12. CENTREX SERVICE

12.4 Definitions (Continued)

39. Regular Hunting - or Linear Hunting is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.
40. Semi-Restricted Line - is a line prevented from making calls to and/or receiving calls from stations outside the Centrex group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.
41. Series Completion - is similar to Multiline Hunt Service; however, a significant difference between the two services is that Series Completion stations always have their own directory number and their own classes of service. Two different hunting arrangements can be selected with Series Completion: linear or circle.
42. Simplified Message Desk Interface (SMDI) - can optionally deliver 10 digit directory numbers in the call information message sent over the SMDI data link to the voice system.
43. Single-Digit Dialing - permits a Centrex station user to reach a line or facility, or to access a feature by dialing a single-digit code. The Single-Digit dialing codes are shared by all users in a Centrex group and are preprogrammed by the Telephone Company.
44. Special Intercept Announcement - may optionally be used to address the following conditions: (a) If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan, or (b) If the call is restricted due to various restriction arrangements (i.e., Semi-Restricted, etc.).
45. Speed Calling 8-Code - enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers.
46. Speed Calling 30-Code - enables a station user to call a list of up to 30 preselected directory numbers by dialing one-digit codes instead of the directory numbers.
47. Stop Hunt - allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will cause the search for an idle line to stop there.
48. Three-Way Calling - allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations.
49. Toll Restriction - blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. A Toll Restriction list may be assigned to either an individual line or shared by multiple lines.
50. Uniform Call Distribution - is intended to distribute calls evenly among the stations in a Multiline Hunt Group.
51. Voice/Data Protection - allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy.
52. Warm Line - provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 to 14 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.

EFFECTIVE: April 29, 2013

First Revised Sheet 1

13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.1 General

1. Customer-provided terminal equipment and communications systems may be used with the facilities of the Company for telecommunications services as provided in the following paragraphs of this Section. In all such cases the customer-provided terminal equipment or communications system will be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.
2. Customer-provided accessories may be used with the facilities furnished by the Company for telecommunications service provided that such accessories comply with provisions specified in 13.1.4 and 13.1.8.
3. Where the use of any customer-provided terminal equipment as specified in this Guidebook involves direct electrical connection to the facilities furnished by the Company such connection shall be made through a connecting arrangement, furnished, installed and maintained by the Company, at charges specified in this Section. As provided in accordance with the regulations set forth in 13.2.2.a.(1) following, a connecting arrangement is not required for the connection of certain classes of attested customer-provided terminal equipment.
4. Where telecommunications service is available under this Guidebook for use in connection with customer-provided terminal equipment or communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's service. Upon notice from the Company that the customer-provided equipment or system is causing or is likely to cause such hazard or interference the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of **the Maintenance of Service charge**, as specified in Section 4 of this Guidebook, for visits by the Company to the customer's premises where a service difficulty or trouble report results from the customer-provided equipment or system.
5. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment or system. Telecommunications service is not represented as adapted to the use of customer-provided equipment or systems and the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or systems or the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment or systems, or (3) address signaling where such signaling is performed by customer-provided equipment.
6. The Company shall not be responsible to the customer or otherwise if changes in the criteria outlined herein or in any of the facilities, operations or procedures of the Company render any customer-provided equipment or system obsolete or require modification or alteration of such equipment or otherwise affect its use or performance.
7. The Company will not be responsible for any loss or damage, nor for any impairment or failure of the service, arising from or in connection with the use of facilities of customers and not caused solely by the negligence of the Company.
8. Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling (except customer-provided tone-type address signaling through a Company-provided connecting arrangement) in the furnishing of telecommunications service shall be performed by equipment furnished, installed and maintained by the Company.

Customer-provided tone-type address signaling is permitted through acoustic or inductive connections, provided such connections are effected externally to a Company network control signaling unit. However, the facilities of the Company are not designed for such use and the Company makes no representation as to the reliability of address signaling which is performed in such manner.

EFFECTIVE: December 1, 2011

Original Sheet 2

13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.1 General (Continued)

9. Where any customer-provided equipment or system is used with telecommunications service in violation of any of the provisions in this Guidebook, the Company will take such immediate action as necessary for the protection of its services and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of this Guidebook.
10. Customer-provided terminal equipment or systems which serve a location which the Company considers impracticable to serve because of hazard or inaccessibility may be used or connected, through connecting equipment furnished by the Company, with facilities of the Company for telecommunications service.
11. The customer indemnifies and saves the Company harmless against claims of infringement of patents arising from combining such equipment or system with, or using it in connection with, facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

13.2 Customer-Provided Terminal Equipment

1. Data Transmitting and/or Receiving Terminal Equipment

Customer-provided data transmitting and/or receiving terminal equipment including telephotograph equipment which involves direct electrical connection to the facilities furnished by the Company may be used with such facilities for telecommunications service either through a data set, or a data access arrangement, provided by the Company as described below in a. and b. respectively. Use of such service is on a two-point basis.

a. Data Set

Where the customer elects to use customer-provided data transmitting and/or receiving terminal equipment with a data set furnished by the Company the data set shall perform the functions of:

- (1) Network control signaling
- (2) Conditioning the data signals generated by the customer-provided equipment to signals suitable for transmission by means of Company facilities, and
- (3) Conditioning signals transmitted by means of Company facilities to data signals suitable for reception by customer-provided equipment.

Teletypewriter equipment when used with a data set may be provided by the customer or the Company, at the option of the customer.

EFFECTIVE: December 1, 2011

Original Sheet 3

13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

1. Data Transmitting and/or Receiving Terminal Equipment (Continued)

b. Data Access Arrangement

(1) Network Protection Criteria

Where the customer elects to use customer-provided data transmitting and/or receiving terminal equipment through a data access arrangement:

- (a) The customer shall furnish the equipment which performs the functions of data signal conditioning referred to under 13.2.1.a.(2) and 13.2.1.a.(3) preceding.
- (b) The Company shall furnish the data access arrangement which provides a protective connecting arrangement for use with the network control signaling unit.
- (c) To protect the telecommunications network and the services furnished to the general public by the Company from harmful effects, the customer-provided data transmitting equipment must comply with the following minimum network protection criteria:
 - 1) To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office shall not exceed 12dB below one milliwatt when averaged over any three-second interval. To permit each customer, independent of distance from the central office, to supply signal power which approximates the 17dB below one milliwatt limit at the central office, the power of the signal which may be applied by the customer-provided equipment to the Company interface located on the customer's premises will be specified for each customer's locations, but in no case shall it exceed one milliwatt.
 - 2) To protect other services it is necessary that the signal which is applied by the customer-provided equipment to the Company interface located on the customer's premises meet the following limits:
 - a) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18dB below the power of the signal as specified in 1) preceding.
 - b) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16dB below one milliwatt.
 - c) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24dB below one milliwatt.
 - d) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36dB below one milliwatt.
 - e) The power in the band above 40,000 Hertz shall not exceed 50dB below one milliwatt.

EFFECTIVE: December 1, 2011

Original Sheet 4

13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

1. Data Transmitting and/or Receiving Terminal Equipment (Continued)

b. Data Access Arrangement (Continued)

(1) Network Protection Criteria (Continued)

(c) (Continued)

- 3) To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the Company interface located on the customer's premises shall at no time have energy solely in the 2450 to 2750 Hertz band. If signal power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

- (d) The Company shall furnish the data access arrangement for use with the network control signaling unit.

Where a data access arrangement is furnished in connection with customer-provided terminal equipment and such terminal equipment is used for both voice and data communication, the data access arrangement may be used to connect the customer-provided equipment for voice communication.

(2) Rates

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Data Access Arrangement for connection of customer-provided data transmitting and/or receiving equipment		
Basic arrangement for manual operation (CDT type), each	\$5.00*	\$2.00
Arrangement for unattended sending and receiving through a voltage type control interface, (CBS type), each	\$10.00*	\$4.75
Arrangement for unattended sending and receiving through a contact closure type control interface, (CBT type), each	\$10.00*	\$3.75

* Installation charge does not apply when installed at the same time as the telephone service with which the connecting arrangement is associated.

EFFECTIVE: December 1, 2011

Original Sheet 5

13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

1. Data Transmitting and/or Receiving Terminal Equipment (Continued)

b. Data Access Arrangement (Continued)

(2) Rates (Continued)

	Installation <u>Charge</u>	Monthly <u>Rate</u>
Power supply for use with contact closure type interface when not supplied by customer (CBV type), each	\$5.00#	\$1.25

c. Acoustic, Inductive Connections

- (1) Customer-provided voice or data transmitting and/or receiving terminal equipment including telephotograph equipment and customer-provided communications system may be acoustically or inductively connected with Company facilities for telecommunications service provided the acoustic or inductive connection is made externally to a Company network control signaling unit. Use of such service is on a two-point basis.
- (2) Customer -provided tone- type address signaling is permitted through such connections, however, the services of the Company are not designed for such use and the Company makes no representation as to the reliability of address signaling which is performed in such manner.
- (3) To protect the telecommunications network and the services furnished to the general public by the Company from harmful effects, the customer-provided data transmitting equipment must comply with the following minimum network protection criteria:
 - (a) To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input to the Company line) does not exceed 9dB below one milliwatt when averaged over any three second interval.
 - (b) To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises meet the following limits at the output of the network control signaling unit (i.e., at the input to the Company Line):
 - 1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18dB below the power of the signal as specified in a) preceding.
 - 2-5) See 13.2.1 b (1) (c) 2) b through e preceding.

* Installation charge does not apply when installed at the same time as the telephone service with which the connecting arrangement is associated.

Installation or move charge does not apply when installed at the same time as the connection arrangement with which the power supply is associated.

EFFECTIVE: December 1, 2011

Original Sheet 6

13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

1. Data Transmitting and/or Receiving Terminal Equipment (Continued)

c. Acoustic, Inductive Connections (Continued)

(3) (Continued)

- (c) To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal at the output of the network control signaling unit (i.e., at the input to the Company line) shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

2. Voice Transmitting and/or Receiving Terminal Equipment

a. Direct Electrical Connections

Customer-provided voice transmitting and/or receiving terminal equipment which involve direct electrical connection to the facilities furnished by the Company for telecommunications service may be used with facilities in accordance with (1) and (2) following:

- (1) The connection shall be made through a Company network control signaling unit connecting arrangement, as provided in (3) following which shall be furnished, installed, maintained by the Company. As provided in accordance with the regulation set forth following, a connecting arrangement is not required for the connection of certain class of attested customer-provided terminal equipment.

Where a data access arrangement is furnished in connection with customer-provided terminal equipment and such terminal equipment is used for both voice and data communication, the data access arrangement may be used to connect the customer-provided equipment for voice communication.

- (2) To protect the telecommunications network and the services furnished to the general public by the Company from harmful effects, the customer-provided voice transmitting equipment must comply with the following minimum network protection criteria:

- (a) To prevent excessive noise and crosstalk in the network it is necessary that the total average power of the applied signal during established connections not exceed below one milliwatt at the serving central office. To insure that this limit is not exceeded, the power of the signal which may be applied by the customer-provided equipment to the Company interface located on the customer's premises shall not exceed 7dB below one milliwatt averaged over any three second interval.

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Original Sheet 7

13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

2. Voice Transmitting and/or Receiving Terminal Equipment

a. Direct Electrical Connections (Continued)

(b) To protect other services it is necessary that the signal which is applied by the customer-provided equipment to the Company interface located on the customer's premises meet the following limits:

- 1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18dB below the power of the signal as specified in (a) proceeding.
- 2) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16dB below one milliwatt.
- 3) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24dB below one milliwatt.
- 4) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36dB below one milliwatt.
- 5) The power in the band above 40,000 Hertz shall not exceed 50dB below one milliwatt.

(c) To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the Company interface located on the customer's premises at no time have energy solely in the 2450 to 2750 Hertz band. If signal power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

3. Rates

The following charges apply in addition to other rates and charges applicable.

	<u>Installation Charge</u>	<u>Monthly Rate</u>
a. Connecting Arrangement, Voice Coupler (including switchhook control key), for use with customer- provided voice transmitting and/or receiving equipment or private mobile radio telephone systems (QKT-type), each	*	\$0.50

* Regular service connection or change charges apply in addition to the above rate.

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Original Sheet 8

13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

2. Voice Transmitting and/or Receiving Terminal Equipment (Continued)

a. Direct Electrical Connections (Continued)

(3) Rates (Continued)

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(b) Voice Connecting Arrangement to provide for connection of customer-provided answer-only terminal equipment		
Per line equipped where two-way transmission is required (RDM/R type)	\$20.00	\$5.45
Per line equipped where receive- only transmission and automatic volume limiting is required, (RDY type)	\$20.00	\$6.55
(c) Voice connecting arrangement to provide for connection of customer-provided supervisory tone sending and receiving equipment, (STS type)		
Per line equipped	\$20.00	\$6.70
(d) Voice connecting arrangement to provide for connection of customer-provided originate only or originate and answer terminal equipment, (SU6AQ type)		
Per line equipped	\$20.00	\$5.20
(e) Voice connecting arrangement to provide for connection of customer-provided dial pulse dialers, (SU7QW type)		
Per line equipped	\$20.00	\$5.20

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

2. Voice Transmitting and/or Receiving Terminal Equipment (Continued)

a. Direct Electrical Connections (Continued)

(3) Rates (Continued)

	Installation <u>Charge</u>	Monthly <u>Rate</u>
(f) Voice connecting arrangement for automatic connection of customer-provided voice transmitting and/or receiving terminal equipment to a main station line, foreign exchange line or WATS access line, (C2ACP type)		
Per line equipped	\$25.00	\$6.85
(g) Voice connecting arrangement for automatic connection of customer-provided voice transmitting and/or receiving terminal equipment bridged to a main station line, foreign exchange line or WATS access line terminated on a telephone company station, (C2AKS type)		
Per line equipped	\$25.00	\$6.85
(h) Voice connecting arrangement to provide for automatic connection of customer-provided terminal equipment (e.g., telephone sets), (STC type)		
Per line equipped	\$20.00	\$6.50

b. Acoustic, Inductive Connections

- (1) Customer-provided voice transmitting and/or receiving terminal equipment may be acoustically or inductively connected with Company facilities for telecommunications service provided the acoustic or inductive connection is made externally to a Company network control signaling unit.

EFFECTIVE: December 1, 2011

Original Sheet 10

13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

2. Voice Transmission and/or Receiving Terminal Equipment (Continued)

b. Acoustic, Inductive Connections (Continued)

(2) To protect the telecommunications network and the services furnished to the general public by the Company from harmful effects, the customer-provided voice transmitting equipment must comply with the following minimum network protection criteria:

(a) To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input to the Company line) does not exceed 9dB below one milliwatt when averaged over any three second interval.

(b) To protect other services it is necessary that the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises meet the following limits at the output of the network control signaling unit (i.e., at the input to the Telephone Company line):

1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18dB below the power of the signal as specified in (a) preceding.

2-5) See 13.2.1 b (1) (c) 2) b through e preceding.

(c) To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal at the output of the network control signaling unit (i.e., at the input to the Company line) shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

3. U.S. Government Executive Departments and Agencies

Equipment of a department or agency of the Executive Branch of the U.S. Government used for the purpose of disguising or concealing the contents or meaning of communications may be connected to Company station equipment, or to Company facilities in lieu of such station equipment, subject to the regulations and conditions stated below:

a. The head of the department or agency whose equipment is to be connected, or his authorized representative, shall notify the Company in writing that such connection is necessary to safeguard official information which requires protection in the interests of national defense, or other confidential official information disclosure of which to unauthorized persons would be detrimental to the public interest.

b. The Connection shall be made by means of connecting equipment or arrangements furnished by the Company.

EFFECTIVE: December 1, 2011

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

4. Telephotograph Equipment

a. Regulations

(1) General

- (a) Telephotograph equipment provided by the following customers may be connected to lines of the Company for use by such customers for the transmission and reception of the material set forth below:

The Press - pictures and similar material for publication.

Law enforcement agencies - fingerprints, ballistic data, identification photographs, and similar material for law enforcement.

The armed forces of the United States - information of military necessity essential to the national defense.

Civilian defense agencies - information essential for the discharge of their responsibilities in emergencies.

United States Weather Bureau - weather information.

(2) Basis of Connection

- (a) Customer-provided telephotograph equipment may be connected either by direct physical connection or by acoustic or inductive coupling. Direct physical connection may be made only by means of protective connection equipment furnished by the Company.

The connection of the telephotograph equipment may be made by the customer only to terminals of the protective connection equipment.

- (b) Portable protective equipment will be furnished, if desired for use with portable telephotograph equipment of the customer.

- (c) The telephotograph equipment may be used in connection with any class of business service, except coin box service, furnished to the preceding customers or made available to them under a joint user agreement. Portable protective equipment may be used also at PBX stations in guest rooms of hotels or motels subject to the consent of the hotel or motel concerned.

(3) Company's Right to Interrupt Connection

The Company may interrupt the connection if at any time such action should become necessary in order to protect any of its services because of departure from the requirements under which the connection is permitted.

(4) Responsibility of the Company

The Company assumes no responsibility for the quality of, or defects in the material transmitted or received regardless of cause.

(5) Use with Long Distance Message Telecommunication Service

The regulations and rates for each call made for the purpose of transmitting pictures are those applicable for long distance message telecommunications, i.e., station-to-station, person-to-person or conference, according to the connection established.

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

4. Telephotograph Equipment (Continued)

b. Charges

The following charges apply to the facilities provided and are in addition to other rates and charges applicable.

- (1) For protective connection equipment (including connection equipment, monitoring receiver, key and, for portable installations, cord for connection to telephone facilities) with terminals for the direct connection of the telephotograph equipment, a charge of \$1.10 per month.
- (2) The provision of jacks to connect the portable protective connection equipment is subject to the charges and regulations shown in Section 132.
- (3) In situations where no jacks are available at the exchange at which connection is desired, the Company will connect the protective equipment to the telephone line in whatever manner is most expedient in the particular case. For each such connection a charge of \$16.50 applies.
- (4) Cut-off type keys used in connection with portable installations to disconnect the protective connection equipment from the line are furnished at the following charges:

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Each Key	\$10.00	\$1.55

- (5) Special charges are applied where special arrangements are furnished or unusual costs are incurred.

5. Recording, Reproducing and Automatic Answering and Recording Equipment

a. Regulations

(1) General

Telecommunications service furnished by the Company is not represented as adapted to the recording of Telephone conversations or incoming messages, or to the transmission of prerecorded messages. However, customer provided recording, reproducing and automatic answering and recording equipment may be used in connection with the facilities of the Company for the following purposes and subject to the following conditions:

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

5. Recording, Reproducing and Automatic Answering and Recording Equipment (Continued)

a. Regulations (Continued)

(1) General (Continued)

- (a) Recording of Two-Way Telephone Conversations (Filed in compliance with order dated May 20, 1948, of Federal Communications Commission in Docket No. 6787)

Connection of customer-provided voice recording equipment with facilities of the Company for the recording of telephone conversations shall be made only through recorder connector equipment which contains a recorder tone device automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use, except that in the case of a private line service which has no connection with the local or long distance telephone systems of the Company recorder connector equipment which does not contain the automatic tone device may be used at the option of the customer.

Permanent connection shall be made only through recorder connector equipment furnished, installed and maintained by the Company.

Such distinctive recorder tone need not be produced when the recording equipment is used by a Federal Communications Commission licensed broadcast station customer for the recording of two-way telephone conversations solely for broadcasts over the air.

(Filed in compliance with Memorandum Opinion and Order of the Federal Communications Commission adopted 12-13-72).

Connection may be made through portable recorder connector equipment provided such equipment is obtained from and is maintained by the Company. The portable recorder connector equipment shall be connected with the telephone line through jacks installed by the Company on each line or at each station used for recording purposes, except that where recording is done at a cord switchboard, a portable jack box supplied and maintained by the Company may be used.

The customer-provided voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Company or switched on and off.

- (b) Recording and Incoming Messages Only

Connection of customer-provided recording equipment with the facilities of the Company for the recording of incoming messages only shall be made through connecting equipment furnished, installed and maintained by the Company. Such connecting equipment permits an attendant to use telephone sets furnished on the same line to monitor the recording of incoming messages, but physically prevents recording during two-way telephone conversations. A recorder tone is not required.

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

5. Recording, Reproducing and Automatic Answering and Recording Equipment (Continued)

a. Regulations (Continued)

(1) General (Continued)

(c) Transmission of Prerecorded Messages

Connection of customer-provided reproducing equipment with the facilities of the Company for the transmission of prerecorded messages shall be made through connecting equipment furnished, installed and maintained by the Company.

(d) Automatic Answering and Recording Equipment

Connection of customer-provided automatic answering and recording equipment with facilities of the Company for transmitting a prerecorded message to the calling party, if desired, and recording an incoming message only shall be made through connecting equipment furnished, installed and maintained by the Company. Such connecting equipment will automatically trip the ringing and hold the connection.

At the request of the customer, automatic answering equipment for transmitting the prerecorded message will be provided by the Company in accordance with Section 131.

(2) Basis of Connection

(a) Connecting equipment as referred to in (1) preceding is available for use with local, PBX, long distance message telecommunications and wide area telecommunications service lines except that connecting equipment used for unattended operation is only available where full selective ringing is employed.

(b) Customer-provided recording, reproducing and automatic answering and recording equipment connected as provided in (1) above shall not be used to interconnect any line or channel of the Company with any other communications line or channel of the Company or of any other person, except as expressly authorized in Section 2.

(c) Customer-provided recording, reproducing and automatic answering and recording equipment may be connected with facilities of the Company only when and for so long as the customer furnishes a sufficient number of such equipment and subscribes to a sufficient number of telephone lines to handle adequately the volume of telephone calls received without interfering with any of the services offered by the Company.

In the event that the use of customer-provided equipment causes such interference, the Company shall have the right to discontinue service without prior notification to the customer. Changes in announcement messages will be made at such time as, in the judgment of the Company, will not interfere with the Company's general telephone service.

(d) Customer-provided reproducing and automatic answering and recording equipment shall not be used with private telephone numbers.

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

5. Recording, Reproducing and Automatic Answering and Recording Equipment (Continued)

b. Rates

		<u>Installation Charge</u>	<u>Monthly Rate</u>
(1)	Connecting Equipment		
(a)	Recorder connector equipment- For the connection of attended customer-provided recording equipment with the facilities of the Company		
	With an automatic recorder tone device (automatic recorder tone need not be produced when recording equipment is used by a Federal Communications Commission Licensed broadcast station customer for the recording of two-way telephone conversations solely for broadcast over the air).	\$5.50*	\$3.10
	Jack for portable recorder connector equipment	\$10.00	--
	Portable jack box associated with portable recorder connector equipment for use at cord switchboards	--	\$1.30
	Without an automatic recorder tone device (for use with (1) private line service which has no connection with exchange or toll systems or (2) for recording incoming messages only or (3) for fire calls, dedicated to local or intrastate calling area only	\$5.50	\$1.30
(b)	Recorder coupler equipment		
	For the connection of attended and unattended customer-provided recording, reproducing and automatic answering and recording equipment with the facilities of the Company	\$20.00	\$ 4.00

* No installation charge applies for portable recorder connector equipment or where permanent recorder connector equipment is installed at the time the jack for portable equipment is removed.

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

6. Recorded Telephone Dictation Equipment

a. Regulations

(1) General

Customer-provided recorded telephone dictation equipment may be used in connection with dial PBX facilities of the Company for the recording of dictation subject to the following conditions:

(a) Connection with Company Facilities

- 1) Connection of customer-provided recorded telephone dictation equipment with the dial PBX facilities of the Company shall be made only through a dial PBX recorded telephone dictation terminal furnished by the Company for this purpose. The dial PBX recorded telephone dictation terminal will include and terminate in a connecting block to which alone the recorded telephone dictation equipment may be connected.
- 2) The recorded telephone dictation equipment may be used only with dial extensions of the customer's PBX or dial extensions of associated dial PBX's connected by dial tie lines, and in no case shall equipment be connected to other telephones or to the local and long distance networks.
- 3) One dial PBX recorded telephone dictation terminal is required for connection with each customer-provided recorded telephone dictation machine.

b. Rates

	<u>Monthly Rate</u>	<u>Basic Termination Charge</u>
(1) Dial PBX equipment, per terminal	\$13.00	\$300.00
(a) Optional Feature		
Attendant's Telephone Set	\$1.25	--

Note: The above rate treatment assumes up to 75 feet of multi-conductor wiring between the terminal unit at the dial PBX equipment and the connecting block to which the recorded telephone dictation equipment is connected. In special cases where more than 75 feet of wiring is needed, appropriate charges may be applied. When the terminal unit is located at a point remote from the dial PBX equipment or in a separate building, supplemental charges may also be applied for all wiring between the dial PBX equipment and the terminal unit and for all intermediate equipment, supplemental power plant, ringing and tone machines, etc.

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

7. Alarm Detection and Reporting Equipment

a. Regulations

(1) General

- (a) Connection of customer-provided alarm detection and reporting equipment with the facilities of the Company shall be made only through an alarm coupler furnished by the Company. The alarm coupler consists of a one-way interface unit which, in response to a signal from the customer's device, seizes the telephone line, transmits dial pulses corresponding to a predetermined telephone number and a prerecorded voice alarm report originated by the customer's device to the line and disconnects at the end of the report.
- (b) The alarm coupler is furnished for use in connection with telephones associated with individual lines or dial PBX and Centrex station lines.
- (c) The alarm coupler is furnished only for the purpose of reporting a condition or result of an operation of customer-provided equipment with which it is associated and shall not be used to connect any other customer-provided equipment with Company facilities.
- (d) Customer-provided alarm detection and reporting equipment connected through an alarm coupler shall not be used to interconnect any line or channel of the Company with any other line or channel of the Company or any other person.

b. Rates

The following rates and charges are in addition to the rates and charges for the associated service and facilities:

	<u>Installation Charges</u>	<u>Monthly Rate</u>
Alarm Coupler (CAU type), each	\$20.00	\$3.50
Tone Signaling Unit (SU3 type), each	10.00	3.85
Alarm Coupler combined with Tone Signaling Unit (SU4 type), each	30.00	5.85

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.2 Customer-Provided Terminal Equipment (Continued)

7. Alarm Detection and Reporting Equipment (Continued)

b. Rates (Continued)

Move and Change Charges

A non-recurring charge equal to the installation charge is applicable for moving or changing the alarm coupler from one telephone line to another, or for changing to an alarm coupler compatible with the tone signaling unit.

8. Audible Indicating Equipment Provided by Municipal Water Companies, Power Companies, U.S. Government and Others

a. Regulations

(1) General

Audible indicating equipment provided by a customer may be used in connection with local, long distance message telecommunications and wide area telecommunications service lines of the Company subject to the conditions stated below:

(2) Basis of Connection

- (a) The equipment provided by the customer will be connected with the Company's lines only through unattended station equipment furnished by the Company, and may be used only for the transmission of audible signals or tones to stations calling the unattended station.
- (b) The facilities furnished by the Company will include the unattended station equipment and an associated telephone station, so arranged that the audible indicating equipment will be automatically made inoperative when the associated telephone station is in use.
- (c) Such facilities will be furnished only in connection with private individual business lines or business PBX lines.

b. Rates

The following rates apply to the unattended station equipment provided by the Company in addition to regular charges applicable to the associated telephone facilities and service:

	<u>Installation Charges</u>	<u>Monthly Rate</u>
Unattended station equipment, (HC6 type), each set	\$10.00	\$7.75

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.3 Customer-Provided Communications Systems

1. General

- a. Customer-provided communications systems (including channels derived from such systems), not exceeding voice grade, may be connected with telecommunications service at the premises of the customer provided that:
 - (1) Such telecommunications service or customer-provided communications systems are utilized for the origination or termination of communications at the customer's premises where the connection is made.
 - (2) The connection shall be either through a network control signaling unit and connection arrangement, furnished, installed and maintained by the Company, or through customer-provided equipment which effects such connections externally to a Telephone Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving.
 - (3) Where the connection of the customer-provided communications system involves direct electrical connection to the facilities furnished by the Company for telecommunications service such connection shall also be made through switching equipment provided either by the customer or by the Company.
 - (4) The provisions relating to minimum network protection criteria and connecting arrangements set forth in 13.3.6. and 13.3.7. following shall apply, as appropriate, to the connection of customer-provided communications systems. As related to minimum network protection criteria and when applied to the connection of customer-provided communications systems, the term "customer's premises" shall include any premises on which the customer-provided communications system is terminated.
- b. Telephone instruments furnished by the Company in connection with local exchange and private line telephone services may be used alternately with customer-provided private mobile radiotelephone systems. Transfer of Company instruments to the alternate position for communication with the private mobile radiotelephone system will be made by means of a key or footswitch furnished by the Company. If such alternate use arrangements are required at more than one location a multi-point operations channel terminated in a key or footswitch at the respective locations will be provided by the Company.

2. Public Address and Loudspeaker or Radio Paging Systems

a. Regulations

(1) General

Customer-provided public address or loudspeaker paging systems, which include amplifiers, receiving speakers, and associated wiring used to transmit paging messages or announcements in one direction only, may be used in connection with Company facilities furnished for PBX and key telephone systems.

Customer-provided radio paging systems used to transmit voice paging messages or announcements or code signaling tones may be used in connection with Company facilities furnished for dial PBX and Centrex systems.

Connection of the above customer-provided public address and paging systems are subject to the following conditions:

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.3 Customer-Provided Communications Systems (Continued)

2. Public Address and Loudspeaker or Radio Paging Systems (Continued)

a. Regulations (Continued)

(1) Connection with Company Facilities

- (a) Connection of customer-provided public address or loudspeaker paging systems with facilities of the Company shall be made only through connecting equipment or arrangements furnished by the Company. The connecting equipment or arrangements will include a connecting block or equivalent to which the customer-provided public address or loudspeaker paging system will be connected.
- (b) Connection of customer-provided radio paging systems with facilities of the Company shall be made only through an Interface Trunk Circuit furnished by the Company. This circuit will accept calls from dial PBX or Centrex stations directly or over dial repeating tie lines from another PBX. Connection of calls from the local and long distance message telecommunications network must be through the attendant and the attendant must do the necessary dialing.
- (c) The Company facilities when so connected may be used only to transmit messages or signals to customer-provided public address and loudspeaker or radio paging systems. Such public address and loudspeaker or radio paging systems may not be used to originate messages into Company facilities.

(2) Rates

	<u>Installation Charges</u>	<u>Monthly Rate</u>
For Public Address or Loudspeaker Paging Systems:		
Paging Service Line	Rates and charges as for PBX or extension stations.	
Connecting Equipment	As specified in the applicable Sections of this Guidebook or based on cost.	
For Radio Paging Systems:		
Interface Trunk Unit, each	--	\$16.50
Optional Features:		
Attendant Access, each	\$10.00	\$2.30
Called Party Access Trunk, each	\$10.00	\$3.95
Termination Charge	\$250.00	

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.3 Customer-Provided Communications Systems (Continued)

2. Public Address and Loudspeaker or Radio Paging Systems (Continued)

a. Regulations (Continued)

(2) Rates (Continued)

All other items of service and
Equipment

Installation Charges	Monthly Rate
-------------------------	-----------------

As specified in the
applicable Sections of
this Guidebook or based
on cost.

3. Power, Pipe Line and Railroad Companies

a. Facilities of an electric power company or oil, oil products or natural gas pipe line company, or railroad company, provided primarily to communicate with points located along a right-of-way (including premises of such company anywhere in cities, towns or villages along the right-of-way) owned or controlled by such company may, in lieu of the provisions, of 13.3.1 preceding be connected with facilities furnished by the Company to the same customer, subject to the regulations and conditions stated in 13.3. a. to f. inclusive in addition to those specified in 13.1 preceding. Such connections will be made by means of switching or connecting equipment furnished by the Company.

b. Such customer telephone facilities will be connected to PBX switchboards or other telephone switching or terminal equipment of the Company, located in the same or different local service areas, for communications with stations and private line facilities associated with said switching or terminal equipment. However, within the same local service area, a PBX switchboard or other telephone switching or terminal equipment circuits requiring line termination at the PBX, nor with private telephone switching furnished by the Company for telecommunications service will not be connected with telephones of the customer except telephones associated with party line right-of-way equipment of the customer except where such private telephone switching equipment is used exclusively for dispatching.

c. Facilities of the Company will be connected for telecommunications service with telephone facilities of the customer:

(1) In cases of emergency involving safety of life or property;

(a) In addition, in cases of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity, or reliability of railroad service to the public and related to the movement of passengers, mail, property, or equipment by railroad, or the repair, maintenance, or construction or railroad rights-of-way, structures, or equipment.

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.3 Customer-Provided Communications Systems (Continued)

3. Power, Pipe Line and Railroad Companies (Continued)

c. (Continued)

- (2) The customer facilities serve locations where it is impracticable because of hazard or inaccessibility for the Company to furnish its facilities; or
- (3) During an interim period the customer has arranged for replacement of said customer facilities with facilities of the Company.

d. Telephone circuits of the customer will be connected for telecommunications service only through manual switching equipment, or an attendant's position of dial PBX equipment, furnished to the customer by the Company. Such equipment or position may be located at either or both ends of the customer's circuit.

e. Connection of a customer's telephone circuit as specified in c. (1) (a), c. (2), or c. (3) preceding may be established at either end of such circuit, but shall not be established at both ends simultaneously.

f. Facilities of the Company, when connected with facilities of the customer, will not be used for communications of other than the customer, except that such facilities may be used for the communications of, and be connected with facilities furnished by the Company to, other companies which:

- (1) Are operated with the customer as parts of an integrated electric power, oil, oil products, or natural gas system or railroad system under direct or common ownership or control; or
- (2) Own or operate electric power or pipe line or railroad system jointly with the customer; or
- (3) Own or operate electric power or pipe line or railroad facilities interconnected with those of the customer.

Company facilities when so connected may be used for telecommunications of other companies specified in (1), (2), or (3) preceding, including calls originated by employees of such companies, only under the circumstances set forth in c. (1) preceding.

4. Airline Companies and Federal Aviation Agency

Facilities provided by an Air Common Carrier, its authorized communications agency, or the Federal Aviation Agency to communicate with aircraft in flight may be connected, by means of connecting equipment furnished by the Company, to Company facilities located on the premises of the customer for telecommunications service in cases of emergency involving the safety of life or property.

5. Federal Aviation Agency

a. Regulations

Private mobile systems provided by the Federal Aviation Agency may be connected, by means of portable connecting equipment furnished by the company, to Company facilities for telecommunications services.

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.3 Customer-Provided Communications Systems (Continued)

6. Network Protection Criteria

To protect the telecommunications network and the services furnished to the general public by the Company from harmful effects, the signal from the customer-provided communications system to the long distance message telecommunications network must comply with the following minimum network protection criteria:

- a. Where the customer-provided communications systems is connected with local, long distance telecommunications or wide area telecommunications service through a connecting arrangement and network control signaling unit furnished by the Company, the customer-provided communications systems must comply with the following criteria:

- (1) To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed 12dB below one milliwatt when averaged over any three second interval. To permit each customer, independent of distance from the central office, to supply signal power which approximates the 12db below one milliwatt limit at the central office, the power of the signal which may be applied by the customer-provided equipment to the Company interface located on the customer's premises will be specified for each customer's location, but in no case shall it exceed one milliwatt.
- (2) To protect other services it is necessary that the signal which is applied by the customer-provided equipment to the Company interface located on the customer's premises meets the following limits:
 - (a) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18dB below the power of the signal as specified in (1) preceding.
 - (b-e) See 13.2.1 b (1) (c) 2) b through e preceding.
- (3) To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the Company interface located on the customer's premises at no time have energy solely in the 2450 to 2750 Hertz band. If signal power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

- b. Where the customer-provided communications system is connected with local, long distance telecommunications or wide area telecommunications service through customer-provided equipment which effects such connections externally to a Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving the customer-provided communications system must comply with the following criteria:

- (1) To prevent excessive noise and crosstalk in the network it is necessary that the power of the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input of the Company line) does not exceed 9dB below one milliwatt when averaged over any three second interval.
- (2) To protect other services it is necessary that the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises meet the following limits at the output of the network control signaling unit (i.e., at the input to the Company line):
 - (a) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18dB below the power of the signal as specified in 3.8.b. (1) preceding.
 - (b-e) See 13.2.1 b (1) (c) 2) b through e preceding.

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.3 Customer-Provided Communications Systems (Continued)

6. Network Protection Criteria (Continued)

b. (Continued)

- (3) To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal at the output of the network control signaling unit (i.e., at the input to the Company line) shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

7. Connecting Arrangements

a. Rates

The following charges apply in addition to other rates and charges applicable.

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(1) Arrangement to permit connection of a customer-provided and maintained attendant position to an exchange trunk line or WATS line.		
Per manual arrangement, at a cord switchboard, conditioned to accept customer-provided supervisory signals (CDA type)	*	\$ 2.75
Per manual arrangement, at a cord switchboard, <u>not</u> conditioned to accept customer-provided supervisory signal (CD1 type)	*	\$2.75
Per automatic arrangement provided in connection with inward service to attendant position (CD6 type)	*	\$3.60
Per automatic arrangement provided in connection with outward service from attendant position (CD7 type)	*	\$4.25
Per automatic arrangement provided in connection with two-way service to and from the attendant position (CD9 type)	*	\$5.85

* Regular service connection, move or change charges, as appropriate, apply for the central office trunk lines associated with these arrangements.

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.3 Customer-Provided Communications Systems (Continued)

7. Connecting Arrangements (Continued)

a. Rates (Continued)

		<u>Installation Charge</u>	<u>Monthly Rate</u>
(2)	Arrangement to connect a line from a customer-provided and maintained communications system to a Telephone Company-provided attendant position		
	Per manual arrangement, at a cord switchboard, conditioned to accept customer-provided supervisory signals (CDB type)	\$10.00	\$4.25
	Per manual arrangement, at a cord switchboard, <u>not</u> conditioned to accept customer-provided supervisory signals (CD4 type)	\$10.00	\$0.75
(3)	Arrangement to permit connection of a line from a customer-provided and maintained communications systems to the general exchange network facilities of the Telephone Company through a Telephone Company Pushbutton telephone station (in addition to all applicable Pushbutton telephone service charges).		
	For each customer system line arranged to provide supervisory signals (CDN type)	*	\$3.25
	For each customer system line <u>not</u> arranged to provide supervisory signals (CD5 type)	*	\$3.25
(4)	Arrangement used to terminate, without connection to the telecommunications network, a line from a customer-provided communications systems in a Telephone Company provided Pushbutton telephone station	*	#

Appropriate Pushbutton telephone rates.

* Regular service connection, move or change charges, as appropriate, apply for the central office trunk lines and Pushbutton telephone services associated with these arrangements.

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.3 Customer-Provided Communications Systems (Continued)

7. Connecting Arrangements (Continued)

a. Rates (Continued)

		<u>Installation Charge⁽¹⁾</u>	<u>Monthly Rate</u>
(5)	Arrangement to permit connection of customer-provided and maintained switching equipment to an exchange trunk line.		
	Per automatic arrangement provided in connection with outward service from the customer-provided dial switching equipment (CD8 type)	(2)	\$4.25
(6)	Arrangement to permit connection of customer-provided and maintained switching equipment and attendant positions to an exchange trunk line.		
	Per automatic arrangement provided in connection with two-way service to and from the attendant position and outward only from the switching equipment (CDH type)	(2)	\$5.85
(7)	Arrangement to permit the connection of customer-provided message register equipment to the exchange facilities of the Telephone Company. This arrangement provides indications of message registration for outgoing calls placed over associated central off		
	Per central office facility arranged (CEK type)	\$15.00	\$2.70
(8)	Arrangement to permit the connection of a customer-provided and maintained system to a Telephone Company special recording trunk.		
	Per automatic arrangement provided in connection with two-way service (CED type)	\$15.00 ⁽³⁾	\$5.85

(1) These charges are in addition to all other established charges for services and facilities involved.

(2) Regular service connection, move or change charges, as appropriate, apply for the central office trunk lines and Pushbutton telephone services associated with these arrangements.

(3) Not applicable if installed at same time as other service or equipment which carried an installation or service connection charge.

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13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

13.3 Customer-Provided Communications Systems (Continued)

7. Connecting Arrangements (Continued)

a. Rates (Continued)

		Installation <u>Charge</u>	Monthly <u>Rate</u>
(9)	For termination of customer-provided tie lines, with customer-provided channel signaling, in company PBX systems.		
#	Per PBX termination (C24 type)	\$40.00	\$8.75
(10)	Arrangement to transfer, during periods of ac power failure, up to four trunks (normally connected to a customer-provided system) to a like number of Telephone Company provided telephone sets, with immediate restoral		
*	Per arrangement (PFB type)	\$25.00**	\$2.20
(11)	Arrangement to transfer, during periods of ac power failure, one trunk (normally connected to a customer-provided system) to Telephone Company provided telephone set, with delayed restoral.		
*	Per arrangement	\$15.00*	\$1.60*

8. Where a data access arrangement is furnished in connection with a customer-provided communications and this system is used for both voice and data communication, the data access arrangement may be connect the customer-provided communications system for voice communication.

* Requires, in addition, an extension charge for each trunk equipped.

** Applies only to first unit furnished per installer visit.

14. DATA SERVICE

14.1 Regulations

1. General

- a. Customer-provided data transmitting and receiving equipment (includes telewriter equipment) and customer-provided teletypewriter equipment may be connected to lines of the Company for the transmission and reception of data signals.

2. Basis of Connection

- a. Data transmitting and receiving equipment and customer-provided teletypewriter equipment will be connected to lines of the Company either by means of a Data Set or a Data Access Arrangement, as provided in Section 13, furnished by the Company. The Data Set is required to condition signals generated by data or teletypewriter equipment to signals suitable for transmission on Company facilities and to condition signals received from Company facilities for delivery to data or teletypewriter equipment.
- b. The magnitude and the character of the voltages and currents delivered to the Data Set or Data Access Arrangement from customer-provided equipment and the operation and maintenance of such equipment shall comply with the Minimum Network Protection Criteria as specified in Section 13. Such equipment shall operate in such a manner as to avoid hazard or damage to Company plant or injury to Company employees or customers because of the character or location of the customer-provided apparatus and of sources of power to which it is connected. Upon notice from the Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.

3. Use with Long Distance Message Telecommunications Service

- a. Long distance message telecommunications service is available for use on a two-point service basis with data transmitting and receiving equipment (includes telewriter equipment) and teletypewriter equipment for the transmission and reception of data signals.
- b. The regulations and rates for each call made for the purpose of transmitting data signals are those applicable for long distance message telephone station-to-station and person-to-person service according to the connection established.

4. Use with Wide Area Telecommunications Services

- a. Wide Area Telecommunications Services are available for use with data transmitting and receiving equipment (including telewriter equipment) and teletypewriter equipment for the transmission and reception of data signals.

15. PACKAGED SERVICES

15.1 Simple Choice™ One# and Simple Choice™ Two#

1. Description

Simple Choice™ One and Simple Choice™ Two are packages of features available to both residential and business customers. Simple Choice™ One includes the features specified following and a flat rate access line. Simple Choice™ Two includes two flat rate access lines. Customers subscribing to Simple Choice™ One and Simple Choice™ Two are entitled to unlimited use of the service/features specified.

Simple Choice™ One and Simple Choice™ Two are packages of features available to both residential and business customers. Simple Choice™ One includes the features specified following and a flat rate access line. Simple Choice™ Two includes two flat rate access lines. Customers subscribing to Simple Choice™ One and Simple Choice™ Two are entitled to unlimited use of the service/features specified.

2. Features

Following are the eligible call features. All features may be not be available in all areas:

- Anonymous Call Reject *77
- Busy Redial *66
- Call Forward Busy
- Call Forward No Answer
- Call Forwarding
- Call Forward Remote Access
- Call Return *69
- Call Transfer
- Call Waiting
- Cancel Call Waiting
- Call Waiting Disposition
- Caller ID
- Caller ID Number Only ¹
- Distinctive Ring
- Long Distance Alert
- Message Waiting Indicator
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Speed Call 8 or Speed Call 30
- 3-Way Calling
- VIP Alert
- Home Intercom

¹ An open enrollment period will take place through December 8, 2003, after which this service will be grandfathered and not available to new customers.

Effective October 12, 2010, Simple Choice™ One and Simple Choice™ Two are not available to new customers and are limited to lines in service for existing customers.

15. PACKAGED SERVICES

15.1 Simple Choice One and Simple Choice Two ⁽¹⁾ (Continued)

3. Terms and Conditions

- a. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this Guidebook shall apply.
- b. Nonrecurring charges as specified elsewhere in this Guidebook do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice One and Simple Choice Two. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
- c. Customers subscribing to the Simple Choice Two may select different features for each line. All lines must be billed to the same account and located at the same premise.
- d. Simple Choice One and Simple Choice Two features must be activated by the customer before they can be used without incurring usage charges.
- e. All recurring charges applicable to an access line apply to Simple Choice One and Simple Choice Two. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
- f. If access line rates for residence and business service, as listed elsewhere in this Guidebook, increase, Simple Choice One and Simple Choice Two rates may also increase.

4. Rates

Monthly Rate

a. Residence

Simple Choice One	\$33.95 (1st Line)
Simple Choice Two	\$29.00 (2nd Line)

(l)
(l)

b. Business

Simple Choice One	\$41.95 (1st Line)
Simple Choice Two	\$37.00 (2nd Line)

(l)
(l)

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice One and Simple Choice Two. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 2.

⁽¹⁾ Effective October 12, 2010, Simple Choice One and Simple Choice Two are not available to new customers and are limited to lines in service for existing customers.

EFFECTIVE: December 26, 2014

1st Revised Sheet 3
Cancels Original Sheet 3

15. PACKAGED SERVICES

15.2 Voice Mail Complementary Services Package

1. Description

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

Call Forward Busy
Call Forward No Answer
or, Call Forward Busy/No Answer
Message Waiting Indicator

2. Terms and Conditions

- a. All regulations and restrictions that normally apply to the services when they are individually provided also apply when they are provided as part of this package.
- b. All services are provided only from central offices that have been arranged to provide these services. The services are provided subject to availability of facilities.
- c. This package is available only to individual line residence and business customers.

3. Rates

	Monthly Rate <u>Per Line</u>
a. Residence	\$2.00
b. Business	\$3.00

15.3 Simple Choice⁽¹⁾/Business Assist Advantage

1. Description

Simple Choice/Business Assist Advantage is a package of features available to both residential and business customers. This package is only available to Simple Choice/Business Assist Advantage customers and includes the features specified following and a flat rate access line with touch calling. Customers subscribing to Simple Choice/Business Assist Advantage are entitled to unlimited use of the service/features specified.

2. Features

Following are the eligible call features. All features may not be available in all areas:

- Caller ID Number Only ⁽²⁾
- Caller ID
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Call Waiting Display Deluxe
- Call Forwarding
- Call Forward No Answer
- Call Forward Busy
- Call Forward Busy/No Answer
- Call Forward Remote Access
- Call Transfer
- Call Return *69
- 3- Way Calling
- VIP Alert
- Distinctive Ring
- Home Intercom
- Busy Redial *66
- Message Waiting Indicator
- Anonymous Call Reject *77
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Long Distance Alert
- Speed Call 8 or Speed Call 30
- Privacy Protector (where available)
- Voice Mail (where available)

⁽¹⁾ **Effective December 26, 2014, Simple Choice is not available to new customers and is limited to lines in service for existing customers.**

⁽²⁾ Grandfathered as of December 8, 2003, and not available to new customers.

EFFECTIVE: December 26, 2014

2nd Revised Sheet 4
Cancels 1st Revised Sheet 4

15. PACKAGED SERVICES

15.3 Simple Choice⁽¹⁾/Business Assist Advantage (Continued)

3. Terms and Conditions

- a. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this Guidebook shall apply.
- b. Nonrecurring charges as specified elsewhere in this Guidebook do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice/Business Assist Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
- c. Simple Choice/Business Assist Advantage features must be activated by the customer before they can be used without incurring usage charges.
- d. All recurring charges applicable to an access line apply to Simple Choice/Business Assist Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
- e. If access line rates for residence and business service, as listed elsewhere in this Guidebook, increase, Simple Choice/Business Assist Advantage rates may also increase (upon Commission approval).

4. Rates

	<u>Residence Monthly Rate</u>	<u>Business Monthly Rate</u>
Simple Choice	\$34.95	---
Business Assist Advantage	---	\$50.55

A nonrecurring charge will not apply for installation of the features for Simple Choice/Business Assist Advantage. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 3.

15.4 Select Pak/Business Assist Select⁽²⁾

1. Conditions

Select Pak/Business Assist Select consists of the following features only. Charges for other services offered by CenturyTel, such as an access lines, are in addition to this package rate. Customers who subscribe to Select Pak/Business Assist Select may choose any or all of the following services (where available):

Caller ID, Call Waiting, Call Waiting ID, Call Forwarding, 3-Way Calling

2. Rates

	<u>Select Pak Per Line</u>	<u>Business Assist Select</u>
Monthly Rate Residence	\$13.95	---
Monthly Rate Business	---	\$14.95

⁽¹⁾ **Effective December 26, 2014, Simple Choice is not available to new customers and is limited to lines in service for existing customers.**

⁽²⁾ Grandfathered as of December 8, 2003, and not available to new customers.

EFFECTIVE: December 26, 2014

3rd Revised Sheet 5
Cancels 2nd Revised Sheet 5

15. PACKAGED SERVICES

15.5 Caller ID Extra ⁽¹⁾

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived.

15.6 Caller ID Plus ⁽¹⁾

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived.

15.7 Business Unlimited

1. Conditions

Business Unlimited is a package of features available to business customers. The Business Unlimited bundle includes one line of unlimited local calling and choice of calling features offered by the Company and unlimited long distance calling provided by CenturyTel Long Distance, LLC.

Business customers with 1-10 lines will be eligible for discounted unlimited calling services. Additional lines of unlimited local and long distance calling, up to a maximum of ten (10) lines, may be added plus all other applicable monthly service charges.

Metered/measured line services, PBX, Key, or Centrex accounts are not eligible for Business Unlimited. The customer must subscribe to the CenturyTel Long Distance, LLC Basic Business Unlimited Long Distance Bundle plan. This plan is for typical domestic voice usage only, and cannot be used for any purpose inconsistent with typical domestic voice usage. If usage under this plan is not consistent with typical domestic voice usage, as determined in the Company's sole discretion, the Company reserves the right to move the customer to an alternative plan or may suspend, restrict or cancel the customer's service.

2. Rates

The following rates apply in addition to the monthly rates applicable for companion long distance service.

Primary Access Line Charge	\$40.00
Each Additional Access Line Charge	\$40.00

⁽¹⁾ **Effective December 26, 2014, Caller ID Extra and Caller ID Plus are not available to new customers and are limited to units in service for existing customers.**

15. PACKAGED SERVICES

15.8 Pure Broadband Bundle

1. Description

Pure Broadband Bundle includes flat rate Residence or Business 1 Party Basic Local Exchange Service and features as specified, and requires subscription to the Company's High Speed Internet (1.5 Mbps or greater).

2. Features

Outbound Call Block Feature
Non-published Service
Third Party Blocking (Optional)

3. Terms and Conditions

Pure Broadband Bundle is available to residential and business customers in all exchanges within the Company where technically feasible, subject to availability of facilities.

This bundle is only available with 1 Party Basic Local Exchange Service. Lines equipped with Pure Broadband Bundle will not have a directory listing and will not be included in the Company's directory assistance records. Extended Area Service (EAS) charges do not apply.

The bundle rate will include the Subscriber Line **Charge**.

Service Charges or nonrecurring charges do not apply.

4. Rates ⁽¹⁾

	<u>Business</u>	<u>Residence</u>
Per Bundle, per month	\$43.95	\$29.00

(I),(I)

15.9 Economy Pack Bundle

1. Description

The Company will provide residential customers with an access line, the subscriber line charge, Caller ID and Call Waiting for **\$28.95**. Customers willing to have term commitments will have a \$5.00 reduction a month for a 12 month commitment.

(I)

⁽¹⁾ Rates applicable for non-regulated High Speed Internet also apply.

EFFECTIVE: April 29, 2014

Second Revised Sheet 7
Cancels First Revised Sheet 7

15. PACKAGED SERVICES

15.10 CORE CONNECT

A. DESCRIPTION

[CENTURYLINK LOCAL TERMS OF SERVICE: CORE CONNECT BUNDLES](#) contains the terms and conditions for CORE CONNECT bundles.

Termination Liability Charges as described therein will apply if a Customer disconnects all or a portion of a CORE CONNECT bundle prior to the expiration of the TDP.

B. RATES AND CHARGES

The following rates apply in addition to the monthly rates applicable for companion long distance and HSI services.

1. Core Connect 1

Per Location, Per Month				
Initial Bundle	2 nd through 10 th bundle			
All Terms	Month-to-Month	One Year Term	Two Year Term	Three Year Term
\$80.00	\$50.00	\$45.00	\$42.50	\$40.00

2. Core Connect 1 LITE

Per Location, Per Month				
Initial Bundle	2 nd through 10 th bundle			
All Terms	Month-to-Month ^[1]	One Year Term	Two Year Term	Three Year Term
\$80.00	\$50.00	\$45.00	\$42.50	\$40.00

3. Core Connect 2

Per Location, Per Month				
Initial Bundle	2 nd through 10 th bundle			
All Terms	Month-to-Month	One Year Term	Two Year Term	Three Year Term
\$55.00	\$35.00	\$30.00	\$27.50	\$25.00

4. Core Connect 2 LITE

Per Location, Per Month				
Initial Bundle	2 nd through 10 th bundle			
All Terms	Month-to-Month ^[1]	One Year Term	Two Year Term	Three Year Term
\$60.00	\$35.00	\$30.00	\$27.50	\$25.00

^[1] Only available after expiration of a TDP when customer does not renew or select a new TDP.

EFFECTIVE: April 20, 2012

Original Sheet 8

15. PACKAGED SERVICES

15.11. Economy Pack Plus Lite Bundle

1. Description

- a. Economy Pack Plus Lite Bundle is an optional enrollment plan that permits residence customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.
- b. Economy Pack Plus Lite Bundle customers must subscribe to a qualifying long distance plan, the Company's High-speed Internet service, and DIRECTV®.
- c. Economy Pack Plus Lite Bundle includes the following services and features:

- Flat Rate Residence 1 Party access line
- Choice of the following features:

Caller ID (includes Anonymous Call Reject *77) - Optional
Call Waiting ID - Optional
Call Waiting – Optional

Monthly Rate ⁽¹⁾

Economy Pack Plus Lite Bundle ⁽¹⁾	\$25.00
--	---------

⁽¹⁾ The customer must also subscribe to Embarq Communications, Inc. Easy Talk Economy long distance plan, the Company's High Speed Internet (up to 1.5 Mbps), and any non-international DIRECTV® package (which is billed by the Company). This bundle is available in limited exchanges as determined by the Company. Existing DIRECTV® subscribers are not eligible for this bundle. DIRECTV® is used with permission.

EFFECTIVE: October 26, 2012

Original Sheet 9

15. PACKAGED SERVICES

15.12 Primary Rate Interface (PRI) Bundle

1. General

At <http://www.centurylink.com/Pages/AboutUs/Legal/TermsAndConditions/business.html> the following information will direct you to the applicable Local Terms of Service document which contains the terms and conditions for Primary Rate Interface (PRI) Bundle:

State: Tennessee
Entity: CenturyTel of Adamsville, Inc.
Service: CenturyLink ISDN-PRI Services

Termination Liability Charges as described in the aforementioned Local Terms of Service document will apply if a Customer disconnects all or a portion of the PRI Bundle prior to the expiration of the TDP.

2. Rates and Charges

Term Commitment Period	Monthly Rate	Nonrecurring Charge	
		Initial	Each Additional ⁽¹⁾
Two Year Term	\$900.00	\$250.00	\$0.00
Three Year Term	875.00	250.00	0.00
Five Year Term	850.00	250.00	0.00

⁽¹⁾ Additional PRI Bundles must be installed at the same customer designated premises on the same trip and placed on the same order.

EFFECTIVE: December 26, 2014

2nd Revised Sheet 10
Cancels 1st Revised Sheet 10

15. PACKAGED SERVICES

15.13 Simple Choice Unlimited ⁽¹⁾

1. Description

Simple Choice Unlimited is a package of features available to residential customers which includes any technically available custom calling features and voicemail, a flat rate access line provided by the Company, and unlimited long distance voice usage provided by CenturyTel Long Distance, LLC.

2. Terms and Conditions

- a. A customer may select an unlimited number of compatible services and features from the Custom Calling Features. All terms and conditions as specified herein shall apply.
- b. Nonrecurring charges do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
- c. Customers subscribing to the Simple Choice Unlimited may select different features for each line. The customer must also subscribe to the CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan. All lines must be billed to the same account and located at the same premise.
- d. Simple Choice Unlimited features must be activated by the customer before they can be used without incurring usage charges.
- e. All recurring charges applicable to an access line apply to Simple Choice Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.
- f. Call Detail will not be provided with this service plan.

3. Monthly Rates

	<u>Monthly Rate</u> ⁽²⁾
<u>Simple Choice Unlimited</u>	
Local Exchange Service	
Choice of available Custom Calling Service	
or Custom Calling II Service Features	\$34.95 ⁽³⁾

⁽¹⁾ **Effective December 26, 2014, Simple Choice Unlimited is not available to new customers and is limited to lines in service for existing customers.**

⁽²⁾ Flat rate EAS charges (if applicable) are included in this rate. The rate for CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan applies in addition to this rate.

⁽³⁾ The monthly Simple Choice Unlimited rate will be discounted by \$5.00 when customers also subscribe to the Company's High Speed Internet (1.5M or higher).

EFFECTIVE: December 5, 2014

Original Sheet 11

15. PACKAGED SERVICES

15.14 Home Phone II

A. Description

1. Home Phone II is an optional enrollment plan that permits residence customers to receive Local Exchange Service and additional features and services for a flat monthly rate.
2. Home Phone II customers must subscribe to a qualifying long distance plan.
3. Home Phone II includes the following services and features:
 - Residence Flat Rate Access Line
 - Choice of the following features:
 - Anonymous Call Rejection
 - Busy Redial
 - Call Forward Busy
 - Call Forward No Answer
 - Call Forwarding
 - Call Forward Remote Access (where available)
 - Call Return
 - Call Waiting
 - Call Waiting ID
 - Caller ID
 - Cancel Call Waiting
 - Message Waiting Indication
 - Selective Call Accept
 - Selective Call Forward
 - Selective Call Rejection
 - 3-Way Calling
 - VIP Alert
 - Voice Mail ⁽¹⁾

⁽¹⁾ Deregulated service.

EFFECTIVE: December 5, 2014

Original Sheet 12

15. PACKAGED SERVICES

15.14 Home Phone II

B. Terms and Conditions

1. Home Phone II customers may terminate their enrollment in the plan at any time upon notice to the Company.
2. Unless terminated by the Home Phone II customer or the Company, a customer will remain enrolled in the plan, as amended from time-to-time, with any applicable changes in rate, for as long as the plan continues to be offered by the Company.
3. Home Phone II customers are not eligible for promotional offerings associated with the features included in the plan, unless specifically provided for in a promotional offering.
4. Components of Home Phone II will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
5. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
6. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
7. Home Phone II cannot be combined with any other discounts unless otherwise specified.

C. Monthly Rates

1. The monthly rate includes the Local Exchange Service, flat rate EAS (if applicable), and features only. All other recurring charges applicable to an access line apply to Home Phone II. Among other things, these include but are not limited to, surcharges, subscriber line charges, and taxes. Also, the monthly rate does not include the recurring charges for the qualifying long distance plan.
2. Service Charges, as specified elsewhere, apply for new and additional Home Phone II lines, and moves of existing lines.
3. Service Charges do not apply when Home Phone II replaces existing Local Exchange Service. Service Charges do apply when Customers request a change from Home Phone II back to Local Exchange Service.

Residence Monthly Rate

Home Phone II ⁽¹⁾

\$28.95

⁽¹⁾ The customer must subscribe to either CenturyLink Communications, LLC Home Phone II per minute long distance plan or CenturyLink Communications, LLC Home Phone II Unlimited long distance plan to qualify for this bundle.

EFFECTIVE: November 13, 2015

2nd Revised Sheet 13
Cancels 1st Revised Sheet 13

15. PACKAGED SERVICES

15.15 CenturyLink Business Bundle

A. Description

[CENTURYLINK LOCAL TERMS OF SERVICE: CENTURYLINK BUSINESS BUNDLE](#)
contains the terms and conditions for CENTURYLINK BUSINESS BUNDLE.

B. Rates and Charges

1. Nonrecurring Charge

Activation Fee, Per Line \$50.00

2. Monthly Rates

Per Line, Per Location	Monthly Rate ^[1]
Initial Bundle	\$55.00
2 nd through 10 th Bundle	24.99

15.16 SECOND LINE BUNDLE ^[2]

A. DESCRIPTION

A bundled service offering is available to residential customers with at least one residential one- party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers. If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular monthly rate.

B. RATES

	<u>Monthly Rate</u>
Residential Bundle	\$14.95

(I)

^[1] Rates for required long distance and/or non-regulated services apply in addition to the rates for the location portion of this bundled service.

^[2] Second Line Bundle was offered as a promotion and is grandfathered, with availability limited to customers in service.

EFFECTIVE: December 1, 2011

Original Sheet 1

16. RESERVED FOR FUTURE USE

EFFECTIVE: April 29, 2013

1st Revised Sheet 1

17. CIRCUIT RENTAL AND PRIVATE LINE SERVICES

17.1 Undertaking of the Telephone Company

1. Scope

- a. Circuit rental service is the furnishing of Telephone Company facilities for communication between specified locations 24 hours daily seven days per week. Facilities may be those of the Telephone Company only or those of the Telephone Company and Connecting Companies.
- b. The Telephone Company does not undertake to transmit messages.

2. Limitations

In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of message toll and exchange telephone service shall take precedence over all other.

3. Provision of Facilities

- a. The Telephone Company or the Telephone Company and other carriers will provide all facilities necessary for circuit rental service, except that the customer, authorized user or joint user, may provide his own terminal equipment for use with such service.
- b. The equipment specified in this Guidebook will be provided only for use on channels provided by the Telephone Company.
- c. The Telephone Company undertakes to maintain and repair the facilities which it furnishes. The customer or authorized or joint user may not rearrange, disconnect or attempt to repair any equipment installed by the Telephone Company except upon the written consent of the Telephone Company

4. Definitions

- a. In addition to definitions contained in Section 1, the following definitions are applicable to terms used in this section.

Duplex - This denotes service which provides for simultaneous transmission in both directions.

Half-Duplex - This term denotes service which provides for transmission alternately in either direction, or for transmission in one direction only.

17.2 Channels

1. Mileage Measurements

Intraexchange channels are furnished at a flat monthly **rate**.

2. Classification and Rates

a. Sub-voice Grade Channels

(1) Description

Unconditioned channels capable of transmitting direct current signals at rates up to 150 bauds. These channels are not suitable for the transmission of alternating current tones. These channels are furnished for half-duplex or duplex operation on a two-point or multi-point basis.

EFFECTIVE: December 1, 2011

Original Sheet 2

17. CIRCUIT RENTAL AND PRIVATE LINE SERVICES

17.2 Channels (Continued)

2. Classification and Rates (Continued)

a. Sub-voice Grade Channels (Continued)

(2) Uses

These channels may be used for transmission up to 150 bauds for teletypewriter, data or remote metering, supervisory control and miscellaneous signaling purposes.

(3) Regulations

In addition to other regulations set forth in this section or in Section 2, these channels when furnished for remote metering, supervisory control or miscellaneous signaling purposes may be used for such purposes as indicating readings of meters at distant locations, operating switches which in turn perform some desired operation, or operating special signaling devices of the customer. Station wiring for remote metering, supervisory control and miscellaneous signaling purposes other than the wiring necessary for the suitable termination of the channels on the customer's premises, shall be provided by the customer.

(4) Rates

(a) Interexchange channels

Since this company furnishes no interexchange facilities, rates and regulations approved for the serving company apply.

(b) Intraexchange channels

The following charges apply for each channel:

Half-duplex

Installation
Charge *

Per month, same as the monthly Business
Individual Line rate as provided in
Section 3 of this Guidebook

\$18.00 *

Duplex

The charge is for two half-duplex channels.

* Applies for each termination

EFFECTIVE: December 1, 2011

Original Sheet 3

17. CIRCUIT RENTAL AND PRIVATE LINE SERVICES

17.2 Channels (Continued)

2. Classification and Rates (Continued)

b. Voice-Grade Channels

(1) Description

Channels with a band-width not exceeding 4000 Hertz. Channels are furnished for half-duplex operation on a two-point or multi-point basis.

(2) Uses

Approximate band-width of 300-3000 Hertz furnished for voice transmission or combined voice transmission and control purposes in connection with remote operation of private mobile radio telephone systems. Such channels may be used by the customer in accordance with the normal transmission characteristics of such channels for voice transmission purposes.

(3) Rates

(a) Interexchange channels

Since this company furnishes no interexchange facilities, rates and regulations approved for the serving telephone company apply.

(b) Intraexchange channels

The following charges apply for each channel:

Per month, same as the monthly Business
Individual Line rate as provided in
Section 3 of this Guidebook

Installation
Charge *

\$18.00 *

* Applies for each termination

EFFECTIVE: December 1, 2011

Original Sheet 4

17. CIRCUIT RENTAL AND PRIVATE LINE SERVICES

17.2 Channels (Continued)

2. Classification and Rates (Continued)

c. Data Channels

(1) Description

Channels with a bandwidth not exceeding 4000 cycles per second designed to meet certain specifications based on Telephone Company standards of measurement for data transmission, and for remote metering, supervisory control and miscellaneous signaling purposes as set forth below. These channels are not suitable for the transmission of direct current pulses. The number of stations that may be connected and the distance over which transmission is possible may be limited by operating and transmission factors on channels furnished for data transmission.

These channels are furnished for half-duplex or duplex operation on a two-point or multipoint basis for a minimum period of one month except as otherwise specified. The transmission characteristics and the various types of services furnished within this series as set forth below:

(2) Uses

- (a) Approximate bandwidth of 300-3000 cycles per second, furnished for data transmission or for remote metering, supervisory control and miscellaneous signaling purposes when higher grade circuit than sub-voice grade is required by the customer.
- (b) When used for data transmission, terminal equipment is required to condition signals generated by apparatus furnished by the customer to signals suitable for transmission on the channel and to condition signals received from such channel to signals for delivery to apparatus furnished by the customer.
- (c) When used for such purposes as indicating reading of meters at distant locations, operating switches or operating special signaling devices of the customer such channels may be specially adapted for use between the frequencies of approximately 300 and approximately 3000 cycles for signal control. Channels so adapted require a station connection as specified in c (3) below:

(3) Rates

(a) Interexchange channels

Since this company furnished no interexchange facilities, rates and regulations approved for the serving company apply.

(b) Intraexchange channels

The following charges apply for each channel:

Half-duplex

Per month, same as the monthly Business Individual Line rate as provided in Section 3 of this Guidebook

Installation
Charge *

\$18.00 *

Duplex

The charge is for two half - duplex channels.

* Applies to each termination

EFFECTIVE: January 1, 2013

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17. CIRCUIT RENTAL AND PRIVATE LINE SERVICES

17.2 Channels (Continued)

2. Classification and Rates (Continued)

c. Data Channels (Continued)

(3) Rates (Continued)

(c) Station Connection

An arrangement to specially adapt the channel for use between the frequencies of approximately 300 and approximately 3000 cycles for tone control.

Per station connected, per month

Installation
Charge *

Monthly
Rate

--

\$13.75

d. Non-recurring charges

(1) Move or change of termination on same premise

\$18.00

--

(2) Move to a different premise

\$18.00

--

17.3 Equipment

1. Central Office automatic ringing per line equipped

--

\$0.95

17.4 Private Line Service

1. Applicability

Applicable to Private Line Service furnished or made available by the Company between its points and points reached over facilities of connecting companies.

2. Territory

Between points in the State of Tennessee where the respective rate centers of such points are located in said state.

CenturyTel of Adamsville, Inc. concurs in the standard toll rates, rules and regulations governing such communications as filed by AT&T Tennessee General Exchange Guidebook, together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or canceled by either party. CenturyTel of Adamsville, Inc., hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the Company.

* Applies for each termination

EFFECTIVE: January 1, 2013

Original Sheet 1

18. OPTIONAL CALLING PLANS

18.1 General

1. Description of Service

Optional Calling Plans are specially designed inter-city measured calling plans applicable to intrastate dial station-to-station long distance calling placed during the service period as prescribed in the plans defined below. All other long distance calls will be billed as regular long distance calls. All offerings are restricted to designated exchange subscribers located within the State of Tennessee.

- a. One-way Optional Extended Point-to-Point Calling, all hours, is furnished only on dial station-to-station calls originating one-way outward from the Optional Calling Plan subscriber's telephone to telephones in the prescribed terminating exchange, exchanges or area.

2. General Regulations

a. Liability of the Telephone Company

Adjustments will not be applicable on measured rate service until the subscriber has used a minimum of one hour's service in a given month.

b. Limitation of Service

- (1) Offering of this service is subject to availability of facilities as determined by the Telephone Company.

- (2) A minimum of one minute applies for each completed call

c. Minimum Contract Period

The minimum contract period is one month.

18.2 Rates

The following charges apply for calls made subject to a plan.

1. One-way Optional Extended Point-to-Point Calling ⁽²⁾

		<u>Monthly Rate</u>	
		<u>First</u>	<u>Each</u>
		<u>Hour</u>	<u>Additional</u>
			<u>1/10 Hour</u>
a.	Residence		
	In exchanges where offered	(1)	(1)
b.	Business	<u>First Two</u>	
		<u>Hours</u>	
	In exchanges where offered	(1)	(1)

⁽¹⁾ Since this Company furnishes no long distance facilities, rates, excluding Operator Services, in the AT&T Tennessee General Exchange Guidebook apply.

⁽²⁾ Grandfathered to existing customers only.

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Original Sheet 1

19. PROMOTIONS

See [CENTURYLINK INCUMBENT LOCAL EXCHANGE CARRIER PROMOTIONAL OFFERINGS](#) for currently available promotions.